

DECLASSIFIED
Authority AWD 883078

WORK UNIT DEFINITIONS

DECLASSIFIED
Authority ASD 883078

28 June 1957

U. S. ARMY RECORDS CENTER

WORK UNIT DEFINITIONS

AND USE WITHIN ARCEN

FOR PERFORMANCE ANALYSIS

WORK UNIT

DEFINITION

USE WITHIN ARCEN

Inquiry

An oral (personal visit, telephone call) or written expression from an addressor or caller or other source desiring the loan of records and/or furnishing of information and requiring an answer or reply to such addressor or caller or other source, regardless of the amount of information, number of items of information, or number of records loaned or searches involved.

This term will be used for reporting of volume of inquiries received and answered. Work-in-file correspondence and loan and transfer of records requests will be considered as inquiries. This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand.

NOTE: This term "case" as presently used is synonymous with the term "inquiry." Use of this term will be eliminated for reporting purposes on and after 1 July 1957.

Request

Each subject contained in an oral or written inquiry, whether it be a name, number, date, container, file or general subject.

This term will be used as a means of more accurately reporting, from a statistical standpoint, the number of items of information or actions required in replying to an inquiry. Reviewers and/or supervisors will determine the number of requests in any given inquiry at time of dispatch and maintain count for monthly Manpower and Performance Report. For example, if a former soldier requests both a CIL and transcript of military record or copy of DD Form 214 and both are furnished, it would be counted as one inquiry and (2) requests. If, in addition, a statement of medical history was requested and furnished, it would be counted as one inquiry and (3) requests.

WORK UNIT

DEFINITION

USE WITHIN ARCEN

Request
(Cont'd)

The listing in ARCEN Memo 340-2-2, Routing of Communications, can be used as a guide in determining what constitutes a request. For instance, under the types of communication to be routed to the General Correspondence Section, WW I, in this Memo the following are listed separately:

Certificate in Lieu of Lost or
Destroyed Discharge Certificate
Decorations and Awards, requests
concerning
Address
Medical History

Using the above items as an example, if a statement of medical history was furnished together with information regarding decorations and awards it would be counted as one inquiry and two (2) requests.

The rule to be followed on CIL cases is as follows: Each CIL furnished will count as one request and each transcript of military record or copy of DD Form 214 or predecessor forms, furnished will count as an additional request. If, for instance, an application for a CIL is received and 3 CILs, 1 copy of DD Form 214 and 1 transcript of military record are furnished, this would count as 1 inquiry and 5 requests.

Each address furnished will be counted as a separate request.

If an administrative determination is made on more than one item, for example, time lost and dates of overseas service, each item on which a determination is made will count as a separate request.

A blanket denial of everything in the inquiry (this is particularly true of third party inquiries) will count as one inquiry and one request, regardless of the number of requests contained in the inquiry.

WORK UNIT

DEFINITION

USE WITHIN ARGEN

Request
(Cont'd)

VA inquiries (3101 or letter inquiries) will normally be considered as one inquiry and one request. As a general rule, only when records of other service personnel are withdrawn in connection with an inquiry, will additional requests be indicated, then to the amount of the records utilized or checked.

As a guide in doubtful cases if it appears that a separate inquiry could have been made on the number of actions required, each separate action taken (letter, form, form letter, etc.) will be considered as a request.

CAUTION: IT IS IMPORTANT TO REMEMBER THAT IN ALL CASES THERE WILL ALWAYS BE A MINIMUM OF ONE REQUEST FOR EACH INQUIRY HANDLED.

File Item
or Record
Item

A file item may be a single document, a folder, a bound volume, etc., depending upon the physical manner in which the records are stored, removed and utilized. For example, 1 medical card, 1 clinical record, 1 201 file, 1 enlisted record, 1 month's rosters or 1 month's morning reports are each considered as 1 file item.

This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand, EXCEPT when shown as a parenthetical subbreak-down to another work unit. In the latter instance the number of file items will be shown only in output.

NOTE: Medical records contained in a personnel folder are not considered file items when the personnel folder is handled as a unit. Such records are to be counted as file items only when filed independently of other records. Under "refile services" file items will not be counted unless records were previously charged out. For example: Records withdrawn for work-in-file inquiries actually worked in the file area will not be counted as file items when replaced (refiled).

Search Item A search item is defined as (1) each file item furnished on loan or for reproduction or for reference use by a

This work unit will be reflected on the Manpower and Performance Report for output only. The criteria to be followed for purpose of counting the number

WORK UNIT

DEFINITION

USE WITHIN ARGEN

Search
Item
(Cont'd)

researcher and (2) each
file item utilized by
Center personnel to reply
to a written, personal or
telephonic inquiry.

of search items is basically the fact
that (1) information (of any nature)
must be extracted or gleaned from the
file item or (2) the file item must be
charged out for use by someone else,
loaned or transferred or reproduced.
"Negative searches" for file items will
not be counted as search items since
credit for the physical effort involved
will be reflected in the number of in-
quiries. Examples of search items are:

Personnel Files.

Service record and 201 file separ-
ate, 2 search items if both are with-
drawn.

Service record and 201 combined, 1
search item.

Affiants files (RPRB) will each be
counted as a search item.

Organization & Unit Type Files.

One folder containing a month of
morning reports or rosters (paper) —
count 1 search item.

Each reel of microfilm used —
count 1 search item for each reel.

If microfilm reels and paper records
are both used apply above count cri-
teris for total number of search items.

Folderized records will be counted
as 1 search item for each folder used.

Unfolderized records will be counted
as 1 search item for the entire file
series as a minimum or 1 search item
for each record actually used. If a
folder containing rosters, an archive
volume containing historical informa-
tion and a reel of film are used —
count 3 search items.

NOTE: Use of depository locator files
will not be included in count
of search items.

WORK UNIT

DEFINITION

USE WITHIN ARCN

Mail Item

A mail item is an inquiry or piece of correspondence (incoming or outgoing), an unopened envelope or a package handled as a unit.

This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand. For counting purposes:

If an envelope is opened and contains more than 1 inquiry each inquiry will be counted as 1 mail item. Packages containing returned loaned records will be counted as 1 mail item for each record. Packages containing transferred or retired records will be counted as 1 mail item for each package with records contained therein being counted as "record items."

Lineal Foot

A lineal foot is a unit of measure representing the lineal (running) volume of letter and legal size papers. Odd sized (other than letter or legal) will be converted to lineal on the basis of the total number of cubic inches divided by 1,008 (see paragraphs 7b and c, AR 345-203).

This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand. Medical cards will be converted to lineal feet by dividing the total lineal foot volume by 3. For example: 72 lineal inches (6 feet) will be reported as 2 linear feet. All other odd sized records will be converted according to referenced regulation. Fractions of a linear foot will be reported in multiples of one-twelfth (1/12).

Records Container

A records container is a file cabinet, fiberboard carton or document carton in which records are stored.

The number of records containers serviced will be reflected on the Manpower and Performance Report for output and on hand. For reporting purposes the number of containers to be serviced as a part of continuing records maintenance will be shown as on hand at the beginning of the fiscal year. The number of containers represented in Projects established during the fiscal year will be represented as intake to be added to the on hand figure. The on hand figure will be reduced by subtracting output.

1 October 1958

U. S. ARMY RECORDS CENTER

WORK UNIT DEFINITIONS

AND USE WITHIN USARCEN

FOR PERFORMANCE ANALYSIS

WORK UNIT

DEFINITION

USE WITHIN USARCEN

Inquiry

An oral (personal visit, telephone call) or written expression from an addressor or caller or other source desiring the loan of records and/or furnishing of information and requiring an answer or reply to such addressor or caller or other source, regardless of the amount of information, number of items of information, or number of records loaned or searches involved.

This term will be used for reporting of volume of inquiries received and answered. Work-in-file correspondence and loan and transfer of records requests will be considered as inquiries. This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand.

Request

Each subject contained in an oral or written inquiry, whether it be a name, number, date, container, file or general subject.

This term will be used as a means of more accurately reporting, from a statistical standpoint, the number of items of information or actions required in replying to an inquiry. Reviewers and/or supervisors will determine the number of requests in any given inquiry at time of dispatch and maintain count for monthly Manpower and Performance Report. For example, if a former soldier requests both a CIL and transcript of military record or copy of DD Form 214 and both are furnished, it would be counted as one inquiry and (2) requests. If, in addition, a statement of medical history was requested and furnished, it would be counted as one inquiry and (3) requests.

The listing in USARCEN Memorandum on Routing of Communications, can be used as a guide in determining

WORK UNIT

DEFINITION

USE WITHIN USARMM

Request
(Cont'd)

what constitutes a request. For instance, under the types of communication to be routed to the General Correspondence Section, WW I, in this Memo the following are listed separately:

- Certificate in Lieu of Lost or Destroyed Discharge Certificate
- Decorations and Awards, requests concerning
- Address
- Medical History

Using the above items as an example, if a statement of medical history was furnished together with information regarding decorations and awards it would be counted as one inquiry and two (2) requests.

The rule to be followed on CIL cases is as follows: Each CIL furnished will count as one request and each transcript of military record or copy of DD Form 214 or predecessor forms, furnished will count as an additional request. If, for instance, an application for a CIL is received and 3 CILs, 1 copy of DD Form 214 and 1 transcript of military record are furnished, this would count as 1 inquiry and 5 requests.

Each address furnished will be counted as a separate request.

If an administrative determination is made on more than one item, for example, time lost and dates of overseas service, each item on which a determination is made will count as a separate request.

A blanket denial of everything in the inquiry (this is particularly true of third party inquiries) will count as one inquiry and one

WORK UNIT

DEFINITION

USE WITHIN USARCEN

Request
(Cont'd)

request, regardless of the number of requests contained in the inquiry.

VA inquiries (3101 or letter inquiries) will normally be considered as one inquiry and one request. As a general rule, only when records of other service personnel are withdrawn in connection with an inquiry, will additional requests be indicated, then to the amount of the records utilized or checked.

As a guide in doubtful cases if it appears that a separate inquiry could have been made on the number of actions required, each separate action taken (letter, form, form letter, etc.) will be considered as a request.

CAUTION: IT IS IMPORTANT TO REMEMBER THAT IN ALL CASES THERE WILL ALWAYS BE A MINIMUM OF ONE REQUEST FOR EACH INQUIRY HANDLED.

File Item
or Record
Item

A file item may be a single document, a folder, a bound volume, etc., depending upon the physical manner in which the records are stored, removed and utilized. For example, 1 medical card, 1 clinical record, 1 201 file, 1 enlisted record, 1 month's rosters or 1 month's morning reports are each considered as 1 file item.

This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand, EXCEPT when shown as a parenthetical subbreakdown to another work unit. In the latter instance the number of file items will be shown only in output.

NOTE: Medical records contained in a personnel folder are not considered file items when the personnel folder is handled as a unit. Such records are to be counted as file items only when filed independently of other records. Under "refile services" file items will not be counted unless records were previously charged out. For

WORK UNIT

DEFINITION

USE WITHIN USARGEN

File Item
or Record
Item
(Cont'd)

Search
Item

A search item is defined as (1) each file item furnished on loan or for reproduction or for reference use by a researcher and (2) each file item utilized by Center personnel to reply to a written, personal or telephonic inquiry.

example: Records withdrawn for work-in-file inquiries actually worked in the file area will not be counted as file items when replaced (refiled).

This work unit will be reflected on the Manpower and Performance Report for output only. The criteria to be followed for purpose of counting the number of search items is basically the fact that (1) information (of any nature) must be extracted or gleaned from the file item or (2) the file item must be charged out for use by someone else, loaned or transferred or reproduced. "Negative searches" for file items will not be counted as search items since credit for the physical effort involved will be reflected in the number of inquiries. Examples of search items are:

Personnel Files

Service record and 201 file separate, 2 search items if both are withdrawn.

Service record and 201 combined, 1 search item.

Affiants files (RPRB) will each be counted as a search item.

Organization & Unit Type Files

One folder containing a month of morning reports or rosters (paper), count 1 search item.

Each reel of microfilm used, count 1 search item for each reel.

If microfilm reels and paper records are both used apply above

WORK UNIT

DEFINITION

USE WITHIN USARCGN

Search
Item
(Cont'd)

count criteria for total number of search items.

Folderized records will be counted as 1 search item for each folder used.

Unfolderized records will be counted as 1 search item for the entire file series as a minimum or 1 search item for each record actually used. If a folder containing historical information and a reel of film are used, count 3 search items.

NOTE: Use of depository locator files will not be included in count of search items.

Linear
Foot

A linear foot is a unit of measure representing the lineal (running) volume of letter and legal size papers. Odd sized (other than letter or legal) will be converted to lineal on the basis of the total number of cubic inches divided by 1,008 (see paragraphs 7b and c, AR 345-203).

This work unit will be reflected on the Manpower and Performance Report for intake, output and on hand. Medical cards will be converted to lineal feet by dividing the total lineal foot volume by 3. For example: 72 lineal inches (6 feet) will be reported as 2 linear feet. All other odd sized records will be converted according to referenced regulation. Fractions of a linear foot will be reported in multiples of one-twelfth (1/12).

Records
Container

A records container is a file cabinet, fiberboard carton or document carton in which records are stored.

The number of records containers serviced will be reflected on the Manpower and Performance Report for output and on hand. Primarily, records maintenance operations will be restricted to Post World War II Branch, unless projects require the functions in other elements. Day to day maintenance operations, for example--replacement of folders labeling of cabinets, etc., will be shown under the appropriate work areas.

WORK UNIT

DEFINITION

USE WITHIN USARGEN

Individual
File

Each service record and/or file, or enlistment record received in the Center which results in creation of additional holdings.

1. Enlisted Service Records Transferred from PRB.
2. Officers personnel record transferred from PRB.
3. Enlistment record of a Reservist which results in creation of a new file.
4. Enlistment record or allied papers of National Guard Personnel which results in creation of a new file.

Reference

Reference services are the total of requests and search items. (References and reference services are synonymous.)

To show the total number of references by Cost Code Area on the monthly Manpower and Performance Analysis Summary report and the total number of reference services on the quarterly Records Center Statistical Summary.

These Work Unit Definitions supersede the listing published 28 June 1957.

DECLASSIFIED
Authority E.O. 13526

DECLASSIFIED

Authority *AJG 883078*