

National Archives and Records Administration

NARA 1606
March 20, 2007

SUBJECT: Volunteer Programs

TO: Office Heads, Staff Directors, ISOO, NHPRC, OIG

Purpose of this transmittal memo. This transmits policy directive NARA 1606, Volunteer Programs.

Background. NARA issued interim guidance on Volunteer Programs in April and December, 2004. Since that time, Interim Guidance 275-1, Application Process for NARA Federal Identity Cards (FIC) was issued in order to establish and implement a personal identity verification process that is compliant with Homeland Security Presidential Directive (HSPD) 12.

Significant Changes. NARA 1606 reflects the new FIC procedures. In addition, this directive consolidates volunteer levels two through four into volunteer level two and requires that all volunteers:

- complete the new forms attached to this directive (Appendix D, Volunteer/Intern Emergency and Medical Consent Form; and Appendix E, Volunteer/Intern Confidentiality Statement, if applicable);
- ensure the accuracy of information in our files; and
- undergo suitability clearances in accordance with the nature of their duties, if they have not yet complied with the requirements of NARA Interim Guidance 275-1, Application Process for NARA Federal Identity Cards (FIC).

Available Forms. Use of the following forms is authorized by this guidance:

- NARA 6045, Volunteer Service Application Form
- NARA 6045A, Standards of Conduct for Volunteers
- NARA 6045B, Volunteer/Intern Emergency and Medical Consent Form
- NARA 6045C, Volunteer/Intern Confidentiality Statement
- Optional Form (OF) 306, Declaration for Federal Employment
- FD258, Fingerprint Card
- SF-85, Questionnaire for Non-Sensitive Positions

Canceled directive. Interim Guidance 1600-7, Volunteer Programs, dated December 8, 2004, is canceled. In addition, ADMIN 201, Chapter 13, Part 4, Volunteer Services now applies only to student interns who are not compensated by NARA.

ALLEN WEINSTEIN
Archivist of the United States

Attachment

National Archives and Records Administration

NARA 1606
March 20, 2007

SUBJECT: Volunteer Programs

PART 1 – GENERAL

1606.1 What is the purpose of this directive?

This directive provides policy and procedures on NARA's Volunteer Program. It identifies

- a. who is eligible to be a volunteer;
- b. the recruitment, application, and selection process;
- c. security checks and pre-screening guidelines NARA requires for prospective and current volunteers; and
- d. work provisions for volunteers.

1606.2 Why does NARA have a volunteer program?

NARA accepts volunteers to enhance its services to the public and to further its mission of providing continuing access to essential documentation. Volunteers assist in outreach and public programs. Volunteers also provide technical and research support for administrative, archival, library, and curatorial staff.

1606.3 What is the authority for this directive?

- a. 44 U.S.C. 2105(d)
- b. HSPD-12, Policy for a Common Identification Standard for Federal Employees and Contractors,
- c. Federal Information Processing Standards Publication (FIPS) 201, Personal Identity Verification (PIV) of Federal Employees and Contractors, and
- d. Office of Management and Budget Memorandum M-05-24, Implementation of Homeland Security Presidential Directive (HSPD) 12 - Policy for a Common Identification Standard for Federal Employees and Contractors (August 5, 2005)

1606.4 How do we define "volunteer"?

A volunteer is any person who serves without compensation, excluding uncompensated student interns, and:

- a. Is a U.S. citizen, legal resident alien (possessor of a green card), or holder of a

type A1 or A2 diplomatic visa;

- b. Meets NARA's requirements for service, as described in Parts 3 and 4 of this directive;
- c. Demonstrates ability in the activity in which he or she serves; and
- d. Is at least 16 years old if serving on a regular basis. Volunteers under age 16 may help with temporary, special events (e.g., Archives I family programs, Fourth of July celebration).

1606.5 Who is responsible for implementing this directive?

a. In the Washington, DC, area, the Director of the Center for the National Archives Experience (NWE), Office of Records Services - Washington, DC (NW), oversees volunteer programs through a volunteer coordinator and authorizes selection of individual applicants for volunteer service at NARA in the Washington, DC, area.

b. Outside the Washington, DC, area, the directors of each Presidential library and the regional administrators or assistant regional administrators oversee volunteer programs and authorize selection of individual applicants for volunteer service at their facilities. Directors and Regional Administrators may delegate responsibility for their programs to a designated staff member who either serves as a volunteer coordinator overseeing the program directly, if resources permit, or oversees a volunteer who coordinates day-to-day volunteer activities.

c. The Director of the Space and Security Management Division (NAS) ensures appropriate background checks of prospective and current volunteers are conducted and authorizes the issuance of Federal Identity Cards, as appropriate.

d. The General Counsel (NGC) provides legal services, if necessary.

e. The Employee Relations and Benefits Branch (NAHR) provides guidance and services as necessary with respect to Office of Worker's Compensation Program (OWCP) claims.

f. Each office that uses volunteer services collects data each month, for use by NARA management, about the office's volunteers and the activities in which they are involved.

g. The volunteer coordinator at each site:

(1) recruits volunteers;

(2) ensures that a facility-specific copy of the volunteer application form (NA 6045) is posted on NARA's web sites;

(3) contacts the facility Administrative Officer or NASS, as appropriate, to request issuance of Federal Identity Cards [see Interim Guidance 275-1, Application Process for

NARA Federal Identity Cards (FIC)];

- (4) assigns volunteers to the volunteer supervisor;
- (5) provides basic training (e.g., Introduction to NARA) and communicates volunteer program and NARA policies to the volunteers;
- (6) arranges formal volunteer recognition;
- (7) maintains a personnel file for each volunteer;
- (8) serves as a liaison between the volunteer and the volunteer's supervisor;
- (9) when necessary, acts as an advocate for the volunteer when the volunteer is dissatisfied with the work situation;
- (10) works with the volunteer supervisor to evaluate volunteers.

h. The volunteer supervisor:

- (1) supervises the day-to-day work of volunteers;
- (2) maintains a listing of volunteers under supervision and, on a regular basis, purges the names of those volunteers who are no longer working for the supervisor;
- (3) communicates with the coordinator about the suitability of volunteers for specific placements;
- (4) provides specialized training;
- (5) informally recognizes the contributions of volunteers;
- (6) works with the volunteer coordinator to evaluate volunteers; and
- (7) informs the coordinator of changes in requirements for volunteers (e.g., additional training is required, a project is ending, or a project needs more or fewer volunteers).

i. The volunteer:

- (1) Ensures that all information required by the forms specified in this directive is accurate and up-to-date;
- (2) Cooperates in securing the required background check;

- (3) Receives appropriate training; and
- (4) Follows NARA standards of conduct for volunteers (see par. 1606.36).

1606.6 Applicability

Unless specifically noted, the use of the term “volunteer” applies to volunteers selected by NARA and volunteers selected by the Foundation for the National Archives, the Presidential library foundations, or any other NARA support organization. This directive does not apply to uncompensated student interns, which are covered by ADMIN. 201, NARA Administrative Procedures Manual, Chapter 13, Public Outreach, Part 4, Volunteer Services, Section 3, Student Interns.

PART 2 – VOLUNTEER COORDINATORS AND SUPERVISORS

1606.7 Who is eligible to be a volunteer coordinator?

Only Federal employees are eligible to be volunteer coordinators, although a volunteer or foundation employee or volunteer may assist a coordinator with some tasks.

1606.8 What types of volunteer issues must the coordinator communicate to the Director or Regional Administrator?

The coordinator informs the director or regional administrator of general information about the volunteer program (e.g., how many volunteers are on board, what kind of work they are doing, and other programmatic concerns).

1606.9 How does the coordinator serve as a liaison between the volunteer and volunteer supervisor?

Liaison duties that the volunteer coordinator carries out include, but are not limited to, the following:

- a. Talking periodically with current and potential supervisors about potential needs for volunteers;
- b. Ensuring that the volunteer supervisor provides documentation of proposed volunteer projects, including how many volunteers are needed, the timeframe for the project, what the job responsibilities are, what skills are needed to complete the tasks, etc.;
- c. Helping supervisors structure volunteer positions in a way that will make the volunteer experience successful;
- d. Helping supervisors develop training for volunteers;
- e. Introducing volunteers to supervisors;
- f. Checking in periodically with supervisors to verify that the volunteers are providing useful service;

- g. Checking in periodically with volunteers to ensure they are satisfied with their assignments;
- h. Advocating for the volunteer if the volunteer is dissatisfied with the work situation;
- i. Providing assistance when there is a problem with a volunteer's service, including talking with the volunteer to change the volunteer's behavior, reassigning the volunteer to another project, and dismissing the volunteer;
- j. Inviting supervisors to participate in volunteer recognition activities; and
- k. Communicating notices from supervisors to volunteers through media such as a volunteer newsletter, bulletin board, e-mail, etc.

1606.10 Who is eligible to be a volunteer supervisor?

Only NARA or foundation employees may be volunteer supervisors.

1606.11 Is there one volunteer supervisor for each NARA site?

No. Each site may have many volunteer supervisors.

PART 3 – TYPES OF WORK FOR VOLUNTEERS

1606.12 What types of work can volunteers perform?

Volunteers provide a wide variety of services for NARA. These services include the functions described below, but are not necessarily limited to this list. Volunteers may:

- a. Assist with general museum interpretation and visitor services by providing tours and general information for visitors.
- b. Present or assist NARA staff with presenting education programs onsite, in school classrooms, or in the community.
- c. Assist NARA staff in managing and making available historical materials. This may include holdings maintenance, reference assistance with genealogists, data collection and entry into automated catalogs, and assistance in making reproductions.
- d. Assist in preparing specialized resources and publications when volunteers have archival, museum, web management, or records management background or training.
- e. Assist with administrative and clerical duties in NARA offices.

1606.13 What types of access do volunteers have to NARA facilities?

NARA has two levels of access. Level one covers access to the public areas only. Level two permits access to public areas, staff-only areas, non-public areas, and activities that involve working with children under the age of 18. All levels of access are dependent on completion of a background check by NASS. See Appendix A, Pre-Service Screening Guidelines for Prospective NARA Volunteers, for additional details.

1606.14 May volunteers handle money?

Volunteers may handle collection of dues from members of their local volunteer association and contributions by staff and volunteers for occasional events, such as holiday parties, gifts for showers, or bereavement donations.

1606.15 What can't volunteers do?

Volunteers cannot:

- a. Work with records exempt from release under the Freedom of Information Act (FOIA), Presidential Records Act (PRA), and deeds of gift, except under the conditions described in par. 1606.27.
- b. Have access to national security classified information or records of concern, unless they already have a clearance and the agency that acquired the clearance agrees to pass it to NARA. Furthermore, the clearance must be appropriate for the volunteer project.
- c. Review and make access determinations for Federal or Presidential records or donated historical materials.
- d. Work with sensitive NARA administrative records, such as personnel, time and attendance, or contract files.
- e. Handle cash or credit transactions for NARA.
- f. Oversee contractors or NARA employees.
- g. Operate NARA vehicles.

**PART 4 – RECRUITMENT, SELECTION, AND MANAGEMENT OF VOLUNTEER
WORKFORCE**

Section 1 – Requesting, recruiting, and selecting volunteers

1606.16 How do supervisors request a volunteer?

Supervisors submit a written or oral request to the volunteer coordinator.

1606.17 How often do volunteer coordinators recruit volunteers?

Recruitment is ongoing. Coordinators:

- a. Recruit volunteers through information posted on NARA's web sites, advertisements, volunteer fairs, public service announcements, and word of mouth.
- b. Support active recruitment programs. The most frequently cited reason persons volunteer is that someone asked them to volunteer.

1606.18 What is the process for selecting and placing a volunteer?

The volunteer coordinator, sometimes in partnership with the volunteer supervisor:

- a. Has the applicant complete NA Form 6045, Volunteer Service Application Form. The form is provided as Appendix B and included in NARA's e-forms library.
- b. Interviews the applicant.
- c. Verifies the candidate's identity (see Appendix A for verification process).
- d. Discusses potential job assignments, training, and minimum time commitments.
- e. Provides the applicant with a job description (including hours, physical requirements, and duties) and a copy of NA Form 6045A, Standards of Conduct for Volunteers (see Appendix C), before or after the interview.
- f. Conducts reference checks by contacting a minimum of two references for each applicant and documenting the responses to requests about:
 - (1) How long the reference has known the volunteer candidate;
 - (2) The volunteer candidate's reliability and trustworthiness;
 - (3) Other volunteer service or jobs held;
 - (4) Ability to work with others;
 - (5) Special skills or traits that make the volunteer candidate particularly suited to the job; and
 - (6) Any reasons the reference might not recommend the volunteer candidate for service at NARA.
- g. Secures concurrence from the head of NWE, the director of the Presidential library, or the regional records services administrator, as appropriate, that the applicant's qualifications and interests match the service criteria and available positions.
- h. Has the applicant complete the OF 306, Declaration of Federal Employment, and other forms needed to initiate the required background check. See Appendix A for specific

requirements.

- i. Ensures the initiation of the background check. See 1606.20 for further details.
- j. Has the volunteer sign and date NA Form 6045A, Standards of Conduct for Volunteers, before he or she begins service, to acknowledge that he or she will comply with the standards. The form is provided as Appendix C and included in NARA's e-forms library.
- k. Has the volunteer fill out NA Form 6045B, Volunteer/Intern Emergency and Medical Consent Form. The form is provided as Appendix D and included in NARA's e-forms library.
- l. If required by NWE, NL, or NR, has the volunteer sign the volunteer contract used by the facility to define duties and hours of service.

1606.19 Who determines whether or not a volunteer qualifies for service at NARA? NWE, the director of the Presidential library, or the regional administrator determines whether an applicant's qualifications and interests match our criteria and available positions, based on the volunteer coordinator's report of the initial interview. As part of this process, the official may meet briefly with the applicant. The final suitability of volunteers is determined by NASS.

1606.20 After an applicant is initially determined qualified, what are the next steps?

If an applicant's qualifications and interests match our criteria and available positions:

- a. The official (e.g., NWE or the NL director or NR administrator) responsible for the particular volunteer program to which the volunteer applied contacts NASS to start the appropriate background checks and badging as outlined in Appendix A, Pre-Service Screening Guidelines for Prospective NARA Volunteers, and 1606.24.
- b. The personnel security officer in NASS notifies the official of the results of the background check.

1606.21 May volunteers begin work before the additional background checks are completed?

Yes, but volunteer service is limited until the checks are completed. See pars. 1606.22, 1606.26a, and 1606.27.

1606.22 Are there any special requirements for NARA volunteers who work with children under the age of 18?

Yes. The following requirements apply to NARA volunteers who work with children under the age of 18 (e.g., teacher's aide, or a docent who has to take a child to the restroom) and will have the occasion to be left alone with a child:

- a. Individuals who have not yet received the completed Child Care National Agency Check with Inquiries (CNACI) background investigation for Level 2 Access – Working with Children, but whose preliminary paperwork is satisfactory, must follow the two-person rule when

working with children:

(1) Two adults must be present at all times when volunteers work with children. In addition to the volunteer, the second adult may be another volunteer with Level 2 access, a classroom teacher, parent, or a NARA staff member. NARA staff responsible for arranging programs that include children must make this requirement clear to teachers and others accompanying children.

(2) In cases where the Foundation for the National Archives or Presidential library foundations employ staff to work in educational and public programs that include children, the second adult also may be a foundation employee, but not a foundation volunteer or contractor.

b. After completion of the appropriate investigation (see "CNACI" in Appendix A), NWE or the director of the Presidential library or administrator of the regional facility also must formally approve a volunteer in their facility working alone with children.

c. If advised by the volunteer coordinator that there is a possibility that a volunteer may be left alone with children in unavoidable circumstances, NWE, Presidential library directors, and regional administrators must notify NASS that an appropriate background investigation is needed.

1606.23 Do volunteers with many years of volunteer service at NARA require background investigations and fingerprinting?

Yes. Those volunteers with many years of service who require access to non-public areas of NARA facilities or work with children must undergo background investigations and fingerprinting, in accordance with HSPD-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

Section 2 – Issuing badges, parking permits, keys, and access codes to Volunteers

1606.24 Who issues badges, parking permits, keys, keycards, or cipher lock codes to volunteers?

a. NASS authorizes the issuance of Federal Identity Cards that identify individuals as NARA volunteers. The badge must be worn visibly by the volunteer at all times he or she is on NARA property.

b. Directors of local facilities decide on parking policies for volunteers and issue appropriate permits as necessary.

c. Directors or Regional Administrators may issue keys to volunteers under certain conditions:

(1) For the duration of their service, volunteers may keep keys issued to them for access to lounge areas, if needed. Volunteers who leave NARA service must return such

keys.

(2) Volunteers may check out keys or keycards to other areas in the facility where they work after they have had the appropriate level of background check for the area they need to access. Volunteers must always return these keys or key cards before resigning their positions.

(3) If volunteers have access to cipher lock codes to gain access to their work area, units must change these codes after a volunteer with access leaves service, whether from the relevant unit or from NARA.

Section 3 – Managing Volunteer access to vehicles, the Intranet, and NARA records

1606.25 How may volunteers travel locally while performing their volunteer duties?

a. NARA does not permit volunteers to drive Government vehicles when performing their volunteer duties, because they are not protected from liability if they have an accident. Volunteers may drive their own vehicles while conducting NARA business, but they are limited to their own insurance if they are in an accident.

b. NARA may reimburse volunteers for mileage and parking fees if they drive to and from a NARA assignment. This does not include reimbursement for commuting costs. Each unit determines whether to reimburse mileage and parking from available funds.

1606.26 May volunteers have access to NARANET?

Yes, as indicated below:

a. Upon completion of appropriate background checks, NARANET Services is authorized to assign an individual account to volunteers whose assignments require using applications on NARANET. The point of contact for the requesting unit completes and submits the New User Request form found at http://www.nara-at-work.gov/information_technology/naranet_services/user_request_new.html.

b. Other volunteers may use public access personal computers (PCs) in our research rooms and volunteer staff areas. A public access PC in volunteer staff areas facilitates access to NARA information on our public web site without the necessity of going through NARANET. For additional guidance, see NARA 803, Public Access Personal Computers (PCs) in Research Facilities.

c. All volunteers must receive a copy of and comply with NARA 802, Appropriate Use of NARA Office Equipment, and receive training on compliance with NARA 803 and other NARA information technology security policies. Local Information System Security Officers (ISSOs) can assist with this training.

1606.27 What steps are necessary to allow volunteers access to restricted records for processing or preservation work?

a. Some NARA units depend on volunteers to assist with their processing or preservation work. At times, unit projects may require working with records containing some information that is restricted (i.e., records exempt from release under the Freedom of Information Act [FOIA], Presidential Records Act [PRA], and deeds of gift). Units must consult with their office head and NGC to determine whether volunteer access to specific restricted records for archival or preservation projects is permissible.

b. Once it is determined that volunteer access is permissible, volunteers must sign NA Form 6045C, Volunteer/Intern Confidentiality Statement, before they may have limited access to the restricted records. The form is provided as Appendix E and included in NARA's e-forms library. The volunteer coordinator must maintain the confidentiality statement in the volunteer's file.

Section 4 – Legal Issues: Injury, Liability, Copyright

1606.28 What covers volunteers in case of injury or other legal claims?

a. The Federal Employees' Compensation Act (FECA) covers volunteers who sustain injuries while rendering service to NARA. Volunteers, unless incapacitated, file OWCP claims with the local administrative officer.

b. The Federal Tort Claims Act may allow volunteers to recover damages if NARA's negligence causes damage to the volunteer's personal property. Volunteers with a claim under this provision contact NGC.

c. NARA may be liable to third parties for conduct by any NARA volunteers performing official duties for NARA.

d. The Volunteer Protection Act covers a volunteer who injures another individual if:

- (1) The volunteer is acting within the scope of his or her responsibilities;
- (2) The volunteer has proper license to carry out the duties, where appropriate;
- (3) The harm is not willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the safety of others; and
- (4) The volunteer does not cause harm while operating a motor vehicle.

1606.29 How do volunteers keep the volunteer coordinator informed of people to contact in case of emergency?

Volunteers must complete form NA 6045B, Volunteer/Intern Emergency and Medical Consent Form (see Appendix D) and submit updated forms when necessary.

1606.30 Can volunteers copyright their work products from NARA?

No. A NARA or NARA-related foundation volunteer may only publish and distribute a work he or she helped NARA create after NARA has released the work or the information it contains to the public. In addition, in such a case, the volunteer may not claim copyright privileges. As "work of the United States," the product of a volunteer's work for NARA is in the public domain and under the Copyright Act cannot be copyrighted. If the work he or she helped create is for a NARA-related foundation, that work is considered "foundation material" and questions about its use should be directed to the foundation.

Section 5 - Retaining volunteers through training and recognition

1606.31 What must NARA staff do to retain volunteers?

- a. Train volunteers for their duties. Train staff in the use of volunteers. Both volunteers and staff need to have the same expectations and understanding of the work.
- b. Ensure that new volunteers have a good first experience with NARA. Consider and accommodate their interests wherever possible when making assignments.
- c. Ask volunteers to indicate when they wish to change duties or hours and accommodate these requests when possible.
- d. Recognize volunteers for the valuable services they provide NARA.

1606.32 Can NARA send volunteers to conferences or training at NARA expense?

- a. Usually, we do not sponsor volunteers for conferences and training by paying travel, registration, and related expenses.
- b. In some limited situations, handled on a case-by-case basis, offices may send volunteers to conferences or training when the volunteer speaks or otherwise acts on behalf of NARA on a topic within the scope of volunteer duties.
- c. To send a volunteer to a conference or training at NARA's expense, contact the relevant office's budget officer to determine the availability of travel funds. Also contact NGC for guidance on applying the appropriate rules to the specific circumstances.

1606.33 What are appropriate ways to recognize volunteers?

- a. Token Items, such as NARA gift items of nominal value, certificates, or other non-monetary recognition, are appropriate to recognize volunteers' accomplishments. Units may not use appropriated funds to purchase gifts or awards, but may use representational or gift funds or NARA-related foundation funding. Contact NGC for additional guidance.
- b. Events NARA holds to honor volunteers may take place on NARA property, but appropriated or revolving funds cannot pay for refreshments and entertainment expenses. If the unit has representational funds available, staff may use those to cover the cost of refreshments.

Gift funds, if available, or NARA-related foundations' donations may also be used to cover the cost of volunteer recognition programs. Contact the relevant office head and NGC for guidance.

c. Offices interested in securing representational funds may respond to the annual call for requests.

d. Offices may use appropriated funds for refreshments at NARA events that honor both NARA staff and volunteers. See Interim Guidance 400-4, Refreshments at NARA Awards Ceremonies, for more information.

1606.34 May volunteers receive monetary awards?

No. NARA does not have the necessary statutory authority to give cash awards to volunteers.

Section 6 –Conduct issues and dismissal procedures

1606.35 Is there a dress code for volunteers?

NARA does not impose a dress code on volunteers. In some NARA units, volunteers working with the public may wear ties or scarves, blazers, or dress in a specific color scheme so the public may easily identify them. NARA units make their own determinations about a uniform look for volunteers.

1606.36 Does NARA have standards of conduct for volunteers?

Yes, NARA has standards of conduct for volunteers. All volunteers must sign and date a copy of the standards (NA Form 6045A) before they begin service to acknowledge that they will comply with the standards. The appropriate volunteer coordinator maintains a copy of the signed form in the volunteer's service records. The form is provided in Appendix C and included in NARA's e-forms library.

1606.37 What programs are available if a volunteer has a problem with another volunteer or a NARA staff member?

The volunteer may always go to the appropriate volunteer coordinator or supervisor for assistance. NARA has a dispute resolution program that may be available for some circumstances. If a volunteer is interested in using this program, he or she contacts the Director of RESOLVE in NGC.

1606.38 What are the procedures for dismissing a volunteer?

a. We may dismiss a volunteer for a variety of reasons, including, but not limited to, violation of NARA policies, criminal acts, unreliability, performance deficiencies, personality conflicts, failure to work cooperatively with others, failure to follow instructions, rudeness to the public, mishandling of documents, or other reasons affecting service.

b. Before dismissing a volunteer, the volunteer coordinator must talk to the volunteer about his or her deficiencies, counsel him or her on how to improve, and then reevaluate the volunteer after an agreed time period.

c. If a volunteer does not improve after NARA counseling, the volunteer coordinator or higher official meets with the volunteer to dismiss him or her and explain the reasons for the dismissal. We also provide the dismissed volunteer with a letter documenting the dismissal and our reasons for taking that action.

d. If the volunteer coordinator or supervisor believes that circumstances warrant a volunteer's immediate dismissal, the coordinator may dismiss the volunteer without prior counseling.

e. The dismissed volunteer must return any NARA-issued identification, permits, or other materials before leaving the facility.

f. A dismissed volunteer has no right to grieve, appeal, or file a complaint about the dismissal.

PART 5 – MAINTAINING RECORDS

1606.39 How are records created by this directive maintained under the NARA Records Schedule?

a. Volunteer coordinators at each site:

(1) for program administration records, follow instructions for file no. 1605-2, “Volunteer and Tour Program Files: Correspondence, memoranda, and other records relating to the administration of these (volunteer and tour) programs.” This series covers records created to oversee the volunteer program and communicate programmatic concerns and related information. Types of records may include correspondence with managers, recruitment notices, project outlines, and training materials.

(2) for files about individual volunteers, use file no. 1605-3, “Volunteer and Tour Program Files: Individual volunteer files,” which are subject to the Privacy Act of 1974. Secure these files in accordance with NARA’s Privacy Act “system of records” notice for NARA 26, “Volunteer Files.” Maintain these volunteer files in the same confidential manner as employees’ unofficial personnel files (file no. 303-1). Records maintained in electronic format may be subject to Interim Guidance 1603-1, Initial Privacy Reviews and Privacy Impact Assessments. For each volunteer, records filed under 1605-3 may include:

- (a) the completed application form (NA Form 6045 – see Appendix B);
- (b) current contact information (home address and telephone number – verify annually that this information is current);
- (c) current emergency contact information (NA Form 6045B – see Appendix D);
- (d) signed standards of conduct (NA Form 6045A – see Appendix C);

- E), if applicable;
- (e) signed confidentiality statement (NA Form 6045C – see Appendix
 - (f) volunteer contract used by the facility, if applicable, or other records that define duties and hours of service, type of service or activity performed, location of activity, and name of the NARA or foundation employee who is supervising the volunteer;
 - (g) performance evaluations and recognition; and
 - (h) participation in training.

b. NASS maintains all investigative forms and results under file no. 312-1, “Personnel Security Clearance Files: Case files documenting the processing of investigations on Federal employees, applicants for Federal employment,... and other persons,...who require an approval before having access to Government facilities...” These case files must be maintained in accordance with the Privacy Act and NARA’s Privacy Act “system of records” notice for NARA 24, “Personnel Security Files.”

The responsible officials in each unit must complete the following steps for ALL volunteer applicants:

1. Have prospective volunteer complete the Volunteer Application Form, which contains contact information for references.
2. Interview the applicant.
 - Verify the applicant’s identity by requesting one form of ID which must be a photo identification issued by the U.S. Government or a state government.
 - Copy the identification for the applicant’s file.
3. Verify educational background or other training relevant to the job.
4. Contact at least two references, using the talking points listed in NARA 1606, par. 18f.
 - Verify references to ensure that the reference is who he or she says and not an accomplice of the applicant. Verify the reference by looking the reference up in the phone book to check whether the telephone number applicant provides is correct and that the person we contact is not posing as the reference.
 - Document the discussion with the references in the applicant’s file.
5. After determining that the applicant is acceptable for program service, have the prospective volunteer complete the Optional Form (OF) 306, Declaration for Federal Employment, and any other forms appropriate to the level of access needed for the position the volunteer will occupy, as indicated in the following chart.
 - Note that NARA applies two levels of access to volunteer service. Level one applies to any volunteer who has access to the public areas only. Level two applies to any volunteer who requires access to staff-only areas or non-public areas, or who may work with children under the age of 18.

Level of Access	Description of Levels of Access	Requirements for Background Check
Level 1:	Volunteers with access to public areas during public and office hours. This might include, for example, those docents who provide museum tours or information desk aides who move freely in the lobby, research, or exhibit spaces, but do not have access in the facilities to any greater degree than the general public.	<ul style="list-style-type: none"> ● Verify the identity of the applicant. ● Complete the reference checks. ● Submit a completed OF 306, Declaration for Federal Employment, to NASS.

Level of Access	Description of Levels of Access	Requirements for Background Check
Level 2:	Volunteers with access to the staff-only area of the facility during public and office hours, and Volunteers with access to NARANET.	<ul style="list-style-type: none"> ● Verify the identity of the applicant. ● Complete the reference checks. ● Submit the following completed forms to NASS: <ul style="list-style-type: none"> -OF 306, Declaration for Federal Employment -SF-85, Questionnaire for Non-Sensitive Positions -FD 258, Fingerprint Card*
Level 2: Working with Children	Volunteers who may, at any time, work unsupervised with children	Inform NASS that a Child Care background check (CNACI) is necessary.

* Ensure that the fingerprints are as clear as possible to avoid rejection of the FD258, Fingerprint Card.

Appendix A: Pre-Service Screening Guidelines for Prospective NARA Volunteers

The responsible officials in each unit must complete the following steps for ALL volunteer applicants:

1. Have prospective volunteer complete the Volunteer Application Form, which contains contact information for references.
2. Interview the applicant.
 - Verify the applicant’s identity by requesting one form of ID which must be a photo identification issued by the U.S. Government or a state government.
 - Copy the identification for the applicant’s file.
3. Verify educational background or other training relevant to the job.
4. Contact at least two references, using the talking points listed in NARA 1606, par. 18f.
 - Verify references to ensure that the reference is who he or she says and not an accomplice of the applicant. Verify the reference by looking the reference up in the phone book to check whether the telephone number applicant provides is correct and that the person we contact is not posing as the reference.
 - Document the discussion with the references in the applicant’s file.
5. After determining that the applicant is acceptable for program service, have the prospective volunteer complete the Optional Form (OF) 306, Declaration for Federal Employment, and any other forms appropriate to the level of access needed for the position the volunteer will occupy, as indicated in the following chart.
 - Note that NARA applies two levels of access to volunteer service. Level one applies to any volunteer who has access to the public areas only. Level two applies to any volunteer who requires access to staff-only areas or non-public areas, or who may work with children under the age of 18.

Level of Access	Description of Levels of Access	Requirements for Background Check
Level 1:	Volunteers with access to public areas during public and office hours. This might include, for example, those docents who provide museum tours or information desk aides who move freely in the lobby, research, or exhibit spaces, but do not have access in the facilities to any greater degree than the general public.	<ul style="list-style-type: none"> • Verify the identity of the applicant. • Complete the reference checks. • Submit a completed OF 306, Declaration for Federal Employment, to NASS.

Appendix A: Pre-Service Screening Guidelines for Prospective NARA Volunteers

Level of Access	Description of Levels of Access	Requirements for Background Check
Level 2:	Volunteers with access to the staff-only area of the facility during public and office hours, and Volunteers with access to NARANET.	<ul style="list-style-type: none"> • Verify the identity of the applicant. • Complete the reference checks. • Submit the following completed forms to NASS: <ul style="list-style-type: none"> -OF 306, Declaration for Federal Employment -SF-85, Questionnaire for Non-Sensitive Positions -FD 258, Fingerprint Card*
Level 2: Working with Children	Volunteers who may, at any time, work unsupervised with children	Inform NASS that a Child Care background check (CNACI) is necessary.

* Ensure that the fingerprints are as clear as possible to avoid rejection of the FD258, Fingerprint Card.