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Approved For Release 2002/01/10 Information

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RECORDS MANAGEMENT PROGRAM

CIA RECORDS CENTER
OPERATING PROCEDURES

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REPARED BY:
RECORDS MANAGEMENT & DISTRIBUTION BRANCH
ADMINISTRATIVE SERVICE
CENTRAL INTELLIGENCE AGENCY
JULY 1952

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RECORDS MANAGEMENT PROGRAM

CIA RECORDS CENTER OPERATING PROCEDURES

A. GENERAL

1. MISSION

THE CIA RECORDS CENTER WAS ESTABLISHED TO RECEIVE, PROCESS, AND SERVICE THE RECORDS OF THE AGENCY WHEN THEY ARE NOT ACTIVELY NEEDED IN CARRYING OUT DAY-TO-DAY OPERATIONS. THE RECORDS MUST BE GIVEN THE SAME CARE AND ATTENTION AS GIVEN RECORDS IN CURRENT USE; THEY MUST BE IDENTIFIED, INVENTORIED, SERVICED, AND KEPT IN GOOD ORDER.

THE BASIC OBJECTIVES OF THE RECORDS CENTER ARE:

- (A) CUSTODIAL TO PROVIDE ADEQUATE HOUSING INTO WHICH SEMI-ACTIVE AND NON-CURRENT FILES CAN BE RETIRED ON A CONTINUING BASIS AND IN A SYSTEMATIC MANNER.
- (B) PROCESSING TO REDUCE THE BULK OF NON-CURRENT FILES TO THE ABSOLUTE MINIMUM REQUIRED FOR OPERATIONAL, LEGAL, OR RESEARCH PURPOSES BY ELIMINATING NON-RECORD MATERIAL AND USELESS RECORDS AUTHORIZED FOR DISPOSAL, TO REFINE AND IMPROVE THE ARRANGEMENT OF RECORDS OF CONTINUING VALUE.
- (c) <u>Service</u> To provide service on files retained for occasional reference only.

THE CIA Records Center, therefore, is not a place for the dead storage of useless records but rather, a facility for housing records of continuing value and an intermediate depository for records of temporary administrative value. Records in the latter category will be held in the Center until they can be disposed of legally. Records of continuing value represent the written, substantive experience of the Agency. In time, these records will represent a great fund of experience on which future administrators and operating officials will draw to make use of that experience.

THE RECORDS CENTER, THEREFORE, IS UNDERTAKING A GREAT RESPONSIBILITY WHEN IT ACCEPTS THE CUSTODIANSHIP OF THE RECORDS OF THE AGENCY. THEY MUST BE HELD IN READINESS FOR CURRENT OPERATIONS AND BE APPROPRIATELY HELD SO THAT

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OPERATIONS IN THE FUTURE MAY TAKE MORE INTELLIGENT ACTION THROUGH A KNOWLEDGE OF THE EXPERIENCES OF THIS PERIOD.

2. SERVICING RECORDS

THE FINAL TEST OF THE EFFICIENCY OF A RECORDS FACILITY IS ITS ABILITY TO GIVE SERVICE -- PRODUCE THE RECORDS UPON REQUEST. A RAPID SUCCESSFUL SEARCH CONTRIBUTES TO THE EFFICIENCY OF THE ORGANIZATION AND ALSO CREATES A FAVORABLE IMPRESSION UPON THE GROUP OF ADMINISTRATORS AND OPERATING OFFICIALS YOU ARE REQUIRED TO SERVE. THE SEACHER IS THE CONNECTING LINK BETWEEN THE CENTER AND THE OPERATING OFFICIALS. IT IS OF UTMOST IMPORTANCE THAT THIS EMPLOYEE BE EFFICIENT, COURTEOUS, AND PROMPT IN THE PERFORMANCE OF HIS OR HER DAILY DUTIES. IN THIS MANNER, THE CONFIDENCE OF THE ENTIRE AGENCY IS GAINED AND ONLY UNDER THESE CIRCUMSTANCES CAN THE FUNCTION OF ASSISTING IN ADMINISTRATION BE CARRIED OUT.

3. RESPONSIBILITY AS TO CONTENT OF RECORDS

DURING THE COURSE OF SERVICING RECORDS IN THE CUSTODY OF THE RECORDS CENTER IT WILL BE NECESSARY, OCCASIONALLY, TO READ OR SCAN THE CONTENTS OF DOCUMENTS TO ASSURE THAT A REQUEST IS BEING FILLED PROPERLY. THE EMPLOYEES OF THE RECORDS CENTER ARE CAUTIONED TO TREAT THE INFORMATION CONTAINED THEREIN WITH THE GREATEST CONFIDENCE; CONTENTS OF DOCUMENTS SHALL NOT BE DISCUSSED WITH ANY PERSON EXCEPT IN CARRYING OUT OFFICIAL BUSINESS. ANY DEVIATION FROM THIS PRINCIPLE WOULD BE IN VIOLATION OF SECURITY REGULATIONS AND A COMPLETE BREACH OF FAITH WITH THE ADMINISTRATORS AND OPERATING OFFICIALS THAT YOU ARE REQUIRED TO SERVE.

1. TELEPHONE HABITS IN A RECORDS FACILITY

TELEPHONE MANNERS AND TONE OF VOICE ARE INFLUENTIAL IN CREATING IMPRESSIONS FOR THE INDIVIDUAL AS WELL AS FOR THE OFFICE HE OR SHE REPRESENTS. IT IS ESSENTIAL THAT THOSE INDIVIDUALS WHO ANSWER THE TELEPHONE FOR THE RECORDS CENTER MAKE GOOD IMPRESSIONS, SO THAT THE SECTION WILL ALWAYS HAVE THE CONFIDENCE AND GOOD WILL OF THOSE WHO CALL. THE FOLLOWING RULES ARE IMPORTANT IN ACCOMPLISHING THIS PURPOSE:

- (A) ANSWER THE PHONE PROMPTLY.
- (B) IDENTIFY YOUR SECTION, "RECORDS CENTER".
- (c) Speak distinctly in an interested, cheerful tone.
- (D) BE COURTEOUS.



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- (E) HANDLE THE CALL YOURSELF. VOLUNTEER YOUR OWN

 * ASSISTANCE, "MAY I HELP YOU?" TAKE THE PERSON'S NAME, LOCATION, TELEPHONE NUMBER, AND INFORMATION REQUESTED.
- (F) DO NOT KEEP PEOPLE HOLDING THE LINE. IF THE REQUEST WILL TAKE LONGER THAN YOU ANTICIPATED, OFFER TO CALL BACK, AND THEN DO SO PROMPTLY.
- (G) TAKE MESSAGES FOR OTHERS WILLINGLY. WRITE ESSENTIAL DETAILS ON A SUITABLE MESSAGE FORM. DELIVER PROMPTLY.
- (H) BE PROMPT IN GIVING INFORMATION AND RETURNING CALLS.
- (I) KEEP CONVERSATION BRIEF AND BUSINESSLIKE.

IF THESE RULES ARE ADOPTED AND PUT INTO EFFECT YOU WILL WIN A REPUTATION FOR COURTEOUS, PROMPT, EFFICIENT, AND BUSINESSLIKE SERVICE.

B. <u>RECEIVING AND STORAGE</u>

ARRANGEMENTS FOR TRANSFER

Upon receipt of a properly prepared, evaluated, and approved Form 60-52, Records Retirement Request, (Exhibit A) by the Records Center, a job number will be assigned to the described records and the requesting office notified of the approval of transfer. The Center personnel will then forward the required boxes and labels; assist in boxing the material; and arrange for the pick-up and delivery to the Records Center.

2. RECEIPT OF RECORDS

UPON RECEIPT OF THE SHIPMENT, THE CENTER WILL CHECK IT AGAINST FORM 60-52, RECORDS RETIREMENT REQUEST, FOR COMPLETENESS AND ARRANGEMENT. IF THE SHIPMENT IS NOT COMPLETE, OR IF MATERIAL NOT DESCRIBED ON THE FORM 60-52 IS INCLUDED, REFER IT TO THE RECORDS MANAGEMENT ANALYST FOR INFORMATION AND CORRECTIVE ACTION. IF THE SHIPMENT IS RECEIVED IN GOOD CONDITION ACKNOWLEDGEMENT OF RECEIPT ON THE FORM 60-52 WILL BE ACCOMPLISHED.

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3. PREPARATION OF CONTROLS

AFTER COMPLETING FORM 60-52, RECORDS RETIREMENT REQUEST, ONE COPY WILL BE RETURNED TO THE ORIGINATING OFFICE AND THE REMAINING THREE WILL BE MAINTAINED IN THE FOLLOWING MANNER AS CONTROLS OVER THE MATERIALS; (A) THE ORIGINAL WILL BE FILED NUMERICALLY BY JOB NUMBER AND WILL BE USED AS A JOB LOCATOR AND A POSTING RECORD OF REFERENCE ACTIVITY; (B) THE SECOND COPY WILL BE FILED BY OFFICE DESIGNATION TO PROVIDE INFORMATION ON THE RECORDS OF A SPECIFIC OFFICE AND ALSO TO FACILITATE REFERENCE SERVICE WHEN THE JOB NUMBER IS UNKNOWN; (C) THE THIRD COPY WILL SERVE AS A DISPOSAL TICKLER FILE AND WILL BE FILED BY AUTHORIZED DISPOSAL DATE.

1. REPORT OF MATERIAL RECEIVED

THE CUBIC FEET OF RECORDS RECEIVED WILL BE NOTED DAILY ON THE RECORDS CENTER WORK SHEET, (EXHIBIT B). AT THE END OF EACH MONTH A REPORT, PREPARED FROM INFORMATION OBTAINED FROM THE WORK SHEET, WILL BE SUBMITTED TO THE CHIEF, RECORDS MANAGEMENT AND DISTRIBUTION BRANCH.

5. PHYSICAL ARRANGEMENT ON SHELVES

STORAGE CONDITIONS WHICH GOVERN THE PHYSICAL ARRANGEMENT AND PLACEMENT OF EQUIPMENT WILL DETERMINE, TO A LARGE EXTENT, WHERE MATERIALS SHOULD BE PLACED IN THE CENTER. IT IS DESIRABLE, HOWEVER, TO GROUP RECORDS TOGETHER ACCORDING TO THE DISPOSITION ACTION TO BE TAKEN ON THEM. FOR EXAMPLE, RECORDS TO BE HELD PERMANENTLY OR INDEFINITELY SHOULD BE KEPT SEPARATELY. RECORDS WITH SIMILIAR DISPOSAL DATES SHOULD BE GROUPED TOGETHER. SMALL SERIES OF FILES FOR WHICH DISPOSAL DATES HAVE BEEN ESTABLISHED SHOULD ORDINARILY NOT BE INTERSPERSED AMONG LARGER BLOCKS OF FILES TO BE RETAINED FOR RELATIVELY LONGER PERIODS OF TIME. IN DETERMINING THE PLACEMENT OF SUCH FILES, HOWEVER, THEIR ACTIVITY MUST ALSO BE TAKEN INTO ACCOUNT.

6. RECORDS PROCESSING

THE WORD "PROCESSING" IS A GENERAL TERM COVERING ALL THE NUMEROUS OPERATIONS PERFORMED ON RECORDS RECEIVED BY A RECORDS FACILITY WHICH IN ANY WAY AFFECT THE QUANTITY, ARRANGEMENT, OR CONDITION OF THE MATERIAL. THE CIA RECORDS OFFICER WILL CONSIDER THE FACTORS OF TIME AND SPACE IN DETERMINING WHAT PROCESSING SHOULD BE DONE AND WILL ISSUE APPROPRIATE INSTRUCTIONS TO ACCOMPLISH THE PROCESSING. THE TYPE AND AMOUNT OF PROCESSING WILL DEPEND ON THE ULTIMATE DISPOSITION TO BE MADE OF THE RECORDS. UPON DETERMINATION OF PROCESSING TO BE DONE

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THE THIRD, OR DISPOSAL TICKLER, COPY OF FORM 60-52 WILL BE FILED IN A SUSPENSE FILE WITH A DETAILED EXPLANATION OF PROCESSING TO BE ACCOMPLISHED. AFTER COMPLETION OF PROCESSING THE FORM WILL BE FILED IN THE DISPOSAL TICKLER FILE BY DISPOSAL DATE.

C. REFERENCE SERVICE

1. REQUEST FOR RECORDS

A REQUEST FOR MATERIAL MAY BE RECEIVED BY PERSONAL CONTACT, TELEPHONE, OR IN WRITING. PERSONAL CONTACT OR TELEPHONE REQUESTS SHOULD BE RECORDED ON SCRATCH PADS AS TEMPORARY INFORMATION. INFORMATION NECESSARY TO SATISFACTORILY SERVICE A REQUEST INCLUDES; REQUESTORS NAME, OFFICE, TELEPHONE EXTENSION, LOCATION, SUFFICIENT DESCRIPTION OF THE MATERIAL, AND JOB NUMBER IF POSSIBLE.

2. LOCATING RECORDS

IF THE JOB NUMBER IS FURNISHED BY THE REQUESTOR, REFER TO THE JOB LOCATOR FILE FOR LOCATION OF THE REQUESTED RECORDS. IF THE JOB NUMBER IS UNKNOWN BUT THE TITLE OF THE OFFICE CREATING THE RECORDS IS PROVIDED, REFER TO THE ORGANIZATIONAL FILE FOR THE LOCATION. WITH A KNOWLEDGE OF THE TYPES OF RECORDS CREATED BY THE VARIOUS OFFICES THE SEARCHER CAN, IN MANY CASES, LOCATE A REQUESTED RECORD EVEN THOUGH THE JOB NUMBER AND ORIGINATING OFFICE ARE NOT FURNISHED. HOWEVER, IF A RECORD CANNOT BE FOUND, OR IF THE USUAL PROCEDURE FOR LOCATING RECORDS RESULTS IN AN EXTENSIVE SEARCH, IT IS A GOOD POLICY TO REPORT IMMEDIATELY TO THE SUPERVISOR. AN EFFORT SHOULD BE MADE TO DETERMINE THE REASON FOR THE DIFFICUTLY, A REASON OTHER THAN "THE REQUESTOR GAVE THE WRONG INFORMATION". ONLY AFTER THE MOST EXHAUSTIVE SEARCH SHOULD A REPORT BE MADE TO THE REQUESTOR THAT A RECORD IS NOT IN THE CUSTODY OF THE CENTER OR THAT IT CANNOT BE FOUND.

3. LOAN OF RECORDS

FILES TRANSFERRED TO THE RECORDS CENTER WILL BE AVAILABLE TO AGENCY PERSONNEL FOR AUTHORIZED ADMINISTRATIVE PURPOSES OR APPROVED RESEARCH PROJECTS UNDER PROCEDURES DESIGNED TO SAFEGUARD THEM FROM LOSS OR DAMAGE, AND TO COMPLY WITH SECURITY REGULATIONS. INTER-AGENCY LOANS SHOULD BE CLEARED THROUGH LIAISON DIVISION, OCD BEFORE ANY MATERIAL IS ISSUED.

L. CHARGE-OUT RECORDS

IT IS ESSENTIAL THAT ADEQUATE CHARGE-OUT RECORDS BE MAINTAINED

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ON ALL MATERIAL LOANED BY THE PRECORDS CENTER TO PREVENT ITS

MISPLACEMENT, AND TO PROVIDE THE KNOWLEDGE OF ITS LOCATION
IN EVENT THAT OTHER REQUESTORS MAY HAVE A NEED FOR THE SAME
FILE.

To serve this purpose Form 36-143, Records Center Charge-Out Slip (Exhibit C), will be prepared on all material Loaned by the Center. The form will then be filed by Due date of the material. If a permanent withdrawal of material is made the charge will be noted on the Locator File copy of the Form 60-52. An "out" card will replace the record withdrawn from the file.

5. ROUTING REQUESTED MATERIAL

IN ADDITION TO A ROUTING SLIP, A PINK RECORDS CENTER "FLASH" FORM (EXHIBIT D), SHOWING DATE DUE FOR RETURN, WILL BE ATTACHED TO THE MATERIAL. MATERIAL WILL BE SENT BY COURIER OR, IF URGENT, IT WILL BE DELIVERED BY CENTER PERSONNEL.

6. REPORT OF REFERENCE ACTIVITY

THE NUMBER OF REQUESTS SERVICED WITH THE NUMBER OF ITEMS COVERED WILL BE NOTED DAILY ON THE RECORDS CENTER WORK SHEET. AT THE END OF THE MONTH THE REQUESTS SERVICED DURING THE MONTH WILL BE POSTED TO THE FORM 60-52 IN THE LOCATOR FILE. THE REFERENCE ACTIVITY WILL ALSO BE REPORTED TO THE CHIEF, RECORDS MANAGEMENT AND DISTRIBUTION BRANCH ON THE MONTHLY REPORT.

7. FOLLOW-UP ON RECORDS LOANED

THE TICKLER FILE ON LOANS WILL BE CHECKED PERIODICALLY AND ON EXPIRATION OF THE PERIOD FOR WHICH THE RECORD WAS LOANED THE RECIPIENT WILL BE CONTACTED AND REQUESTED TO RETURN IT. IF THE MATERIAL IS NEEDED FOR A LONGER PERIOD OF TIME AN EXTENSION WILL BE GRANTED. WHEN AN EXTENSION IS GRANTED THE NEW DATE DUE WILL BE NOTED ON THE FORM 36-143 AND THE FORM WILL BE REFILED BY THE NEW DATE.

8. RECEIVING CHARGED-OUT MATERIAL

MATERIAL RETURNED TO THE CENTER, WILL BE CHECKED TO DETERMINE THAT THE ENTIRE FILE WAS RETURNED. FORM 36-143 WILL BE WITHDRAWN FROM THE TICKLER FILE AND DESTROYED WHEN AUTHORIZED. THE MATERIAL WILL BE REFILED AND THE "OUT" CARD REMOVED.

D. DISPOSAL ACTIVITY

THE RECORDS CENTER WILL BE RESPONSIBLE FOR THE SYSTEMATIC

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DISPOSITION OF RECORDS AUTHORIZED FOR DISPOSAL. RECORDS SHOULD BE DISPOSED OF AS SOON AS POSSIBLE AFTER THE REQUIRED PERIODS OF RETENTION HAVE ELAPSED.

1. NOTIFICATION OF DISPOSAL ACTION

The Disposal Tickler File will be checked periodically to determine what records have reached the end of their retention periods. Before actual disposal of any records is accomplished, however, the Center will prepare two copies of Form 36-145, Notification of Disposal Action, (Exhibit E), for the Signature of the CIA Records Officer. The two copies of this form will be forwarded for concurrence, to the office concerned with the subject records. This is done to ascertain that no conditions exist which would require their retention for a longer period than that specified. When form 36-145 is forwarded this action will be noted on Form 60-52 in the Disposal Tickler File.

2. DESTRUCTION OF MATERIAL

On receipt of Form 36-145, showing concurrence of the office concerned, the material will be destroyed in accordance with security regulations. After destruction of the material the CIA Records Officer will accomplish the certification of destruction on Form 36-145 and the form will be attached to the original copy of Form 60-52 (Locator File Copy). The two forms will then be filed in the Completed Disposal File. The other two copies of form 60-52 pertaining to the records destroyed, will be removed from the files and destroyed.

3. REPORT OF DISPOSAL ACTIVITY

THE VOLUME OF MATERIAL DESTROYED WILL BE NOTED ON THE RECORDS CENTER WORK SHEET. AT THE END OF THE MONTH THE VOLUME OF THE MATERIAL DESTROYED DURING THE MONTH WILL BE REPORTED TO THE CHIEF, RECORDS MANAGEMENT AND DISTRIBUTION BRANCH.

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RECORDS RETIREM		Job No. 52-31
Submit in original and 3 copies t	o Records Management and Dist-	FOR REFERENCE SERVICE ON RECORDS FERRED TO STORAGE CALL EXT. 3
ribution Branch. One copy will b	ed by CIA Records Center	REFER TO ABOVE JOB NUMBER.
T0: Chief, Records Management Administrative Services.	· ·	FEBRUARY 1952
FROM: COLLECTION AND (Office) DISSEMINATION	CIA LIBRARY	BRANCH DOCUMENT
DISSEMINATION	IS MADE FOR RETIREMENT OF THE RECOR	
BRIEF DESCRIPTION (inclusive dates, form	numbers and titles, arrangement, a	nd function of files)
Form 35-16, Courier's CL 1 January 1952 Numbered,	ASSIFIED MAIL RECEIPT #350 THROUGH 2775.	DATED I JULY 1951 THROU
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X Inventory listing attached	or Index include GENERAL INFORMATION	d in transfer
CLASSIFICATION OF RECORDS	FILE EQUIPMENT OCCUPIED	BY RECORDS
UNCLASSIFIED	Letter	Other (specify)
	Legal	2 Number of drawers
APPROXIMATE REFERENCE ACTIVITY PER MONTH	NONE	
	LOCATION OF RECORDS	
Approved For Release	78-004 FC	33ACOONOO 1800O 1824 RECORDS OFFIC
FORM NO. 60-52	Security I	nformation

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RECORDS CENTER WORK SHEET

SECRET

(EXHIBIT B)

		DECEDENC	E 0E0V:05	A-RDP78-0043	DECTRAVES			
D	JOB NO.	l .	E SERVICE	RECEIVED (CU.FT.)	DESTROYED (CU.FT.)	REMARKS		
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Security Information

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(EXHIBIT C)

DATE DUE **♂**0B NO. ITEM DATE SENT 24 MAR 52 10 Mar 52 52-31 REQUESTOR LOCATION 1050 M BLDG JOHN DOE, OCD SECTION вох ROW BUILDING ROOM 3 203 2 COURIER RECEIPT NO. ITEM DESCRIPTION 245 COURIER RECEIPTS DATED REMARKS 2 DEC. 1951 THROUGH 30 DEC. 1951

FORM NO. 36-143 RECORDS CENTER CHARGE-OUT SLIP

(7)

25X1A

25X1A

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RETURN THIS RECORD TO

CIA RECORDS CENTER

RECORDS MANAGEMENT AND DISTRIBUTION BRANCH

25X1A

RETURN NO LATER THAN

MAR 24 1952



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(EXHIBIT E) SEX FT Approved For Release 2002/01/10 : CIA-RDP78-0043374,00100180001-2

NOTIFICATION OF DISPOSAL ACTION

25X1A	TO : Date: 5 January 10s
	Davo. J DANOART 199
:	
:	SUBJECT: Request for Concurrence in Records Disposal.
	1. Your concurrence is requested for the disposal of the following records transferred to the CIA Records Center under Job Number 52-31
:	2. Description:
	FORM 35-16, COURIER'S CLASSIFIED MAIL RECEIPTS DATED 1 JULY 1951 THROUGH 1 JANUARY 1952.
	3. Authority for disposal of the above records:
V	Records Disposal Schedule 351 s 346, House Report #534, 32nd Congress, 1st Session which states that subject records shall be destroyed after one year.
	4. Please sign and return original to CIA Records Officer.
!	
	Approved:
	AREA RECORDS OFFICER
4	Subject records destroyed
•	1 <u>2 January</u> 1953
	DATE CIA RECORDS OFFICER

Approved For Release 2002/04/10 CIA RDR78-00433A000100180001-2

Provides housing for semi-active and non-current records to permit the systematic retirement of such records from operating offices; serves as a central storage and processing point for the retirement, preservation and/or disposal of records; provides reference service on such records; processes inactive record material and reduces the bulk of non-current records to the absolute minimum required for operational, legal, research or historical purposes by eliminating non-record material and records of temporary value which are authorized for disposal; provides for the systematic transfer of processed records to the National Archives for preservation, or to a similar facility within CIA.

Serves as Agency-wide focal point for providing special reference service and receiving and filing all requests for permanently valuable records preserved in the Agency or National Archives; develops, segregates and maintains controls necessary to meet the needs of the Agency with respect to the use of such material. Maintains central subjectial and functional reference on all administrative issuances.

Approved For Release 2002/01/10: CIA-RDP78-00433A000100180001-2