Public Inquiry Mail Surveys, 1982-1988

by Smithsonian Institution Archives
Collection Overview

Repository: Smithsonian Institution Archives, Washington, D.C., osiaref@si.edu
Creator: Smithsonian Institution, Visitor Information and Associates' Reception Center, Public Inquiry Mail Service
Title: Public Inquiry Mail Surveys
Dates: 1982-1988
Quantity: 0.75 cu. ft. (1 document box) (1 half document box)

Administrative Information

Preferred Citation
Smithsonian Institution Archives, Accession 93-096, Smithsonian Institution, Visitor Information and Associates' Reception Center, Public Inquiry Mail Service, Public Inquiry Mail Surveys

Descriptive Entry

These records were generated by four surveys conducted by the Public Inquiry Mail Service of the Visitor Information and Associates Reception Center in July 1982, October 1983, October 1985, and November 1986. Survey forms were sent to offices across the Institution in an attempt to gather information on how public mail inquiries were received and handled around the Smithsonian.

The bulk of the records consists of completed and returned survey forms. All the surveys appear to have been tabulated, but the results of only the 1982 and 1985 surveys were summarized in memoranda. The records also contain memoranda regarding the formulation of the surveys in VIARC, and requesting the cooperation of other offices with the projects.

Names and Subject Terms

This collection is indexed in the online catalog of the Smithsonian Institution under the following terms:

Subjects:
Museums -- Public relations.

Types of Materials:
Manuscripts
Names:

Smithsonian Institution. Visitor Information and Associates’ Reception Center.
Container Listing

Box 1

Survey, 1982 (2 folders)
Survey, 1983 (2 folders)

Box 2

Survey, 1985
Survey of Smithsonian Offices, 1986, 1988
Survey, 1985
Survey, 1986