Records, 1972-1989

by Smithsonian Institution Archives
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Collection Overview

Repository: Smithsonian Institution Archives, Washington, D.C., osiaref@si.edu
Creator: Smithsonian Institution, Visitor Information and Associates' Reception Center
Title: Records
Dates: 1972-1989
Quantity: 7.4 linear meters.

Administrative Information

Preferred Citation
Smithsonian Institution Archives, Record Unit 600, Smithsonian Institution, Visitor Information and Associates' Reception Center, Records

Historical Note

In October 1971 Mary Grace Potter became the first Director of the Smithsonian Associates' Reception Center, which was established to accommodate members of the National Associate constituency that was created with the publication of Smithsonian magazine. Initial duties of the Center included reception and orientation services for National Associate members visiting the Institution, response to telephone and mail inquiries from members, membership sales, and management of the reduced rate membership and gift fulfillment program for employees and volunteers.

It soon became apparent that the organization provided services that would be valuable to the public as well as to National Associates, and by June 1975 it was renamed the Visitor Information and Associates' Reception Center (VIARC). The Center operated originally under the auspices of the National Program of the Smithsonian Associates, but by 1977 it had emerged as a separate entity reporting directly to the Assistant Secretary for Public Service. By 1989 the functions of VIARC were divided among five separate units: the Information Resources Division; Public Inquiry Mail and Telephone Information Services unit; the Seven Day Information Service unit; the Staff, Volunteer, and Intern Services unit; and Support Services.

Introduction

This finding aid was digitized with funds generously provided by the Smithsonian Institution Women's Committee.
Descriptive Entry

These records document many aspects of the development and operation of VIARC, especially the administration of the Center's two volunteer corps. The bulk of the material consists of the administrative files of Mary Grace Potter from 1972 to 1987, including general correspondence, memoranda, and budget reports. Of particular note are early planning materials for the Smithsonian Information Center, which opened in the Castle in November 1989. In addition, the records contain the files of the Seven Day Information Service and the Staff, Volunteer, and Intern Services units from 1980 to 1989. These materials include memoranda, correspondence, reports, and surveys generated and received by the units.

Names and Subject Terms

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

Names:
Potter, Mary Grace
Seven Day Information Service (VIARC)
Smithsonian Information Center.
Smithsonian Institution -- Administration.
Staff, Volunteer, and Intern Services (VIARC)
Visitor Information and Associates' Reception Center.
Visitor Information and Associates' Reception Center. Seven Day Information Service (VIARC)
Visitor Information and Associates' Reception Center. Staff, Volunteer, and Intern Services (VIARC)
Container Listing

Box 1

Office of the Director (FY 1983)
EV (Events), folders 1-6
GC (General Correspondence), folders 1-19
V-GC (VIARC General Correspondence), folders 1-10
MISC (Miscellaneous), folders 1, 4-6
OS (Office of the Secretary), folders 2-3
OT (Office of the Treasurer), folders 1-3

Box 2

PUB (Publications), folders 2-14
Annual Reports
RS (Reports and Surveys), folders 1, 5, 7-12, 14-23
Chronological Files, October-September
Memos from Central (2 folders)

Box 3

EQ (Equipment), folder 11
OA (Office of the Assistant Secretary for Administration), folders 1-7
OFS (Office of the Director of Facilities Services), folders 1-7
OGC (Office of the General Counsel), folder 1
OMD (Office of Membership and Development), folders 2-6, 8
OMP (Office of the Assistant Secretary for Museum Programs), folders 1-3
OPI (Coordinator of Public Information), folders 1-3
OPS (Office of Public Service), folders 1-8
Office of the Director (FY 1984)
V-GC, folders 1-14

Box 4

MISC, folders 1-5
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OFS, folders 1-7
OMD, folders 1-6, 8
OMP, folders 1-3
OPI, folders 1-3
OPS, folders 1-9
OS, folders 2-6
OT, folders 1-3
PUB, folders 1-14
RS, folders 1, 5, 7-12, 14-16, 18-23
Chronological Files (October-January)

Box 5
Chronological Files (February-September)
Memos from Central (2 folders)
Budget Reports
EQ, folder 11
Office of the Director (FY 1985)
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GC, folders 1-19, 21-26
Memos from Central (2 folders)
Chronological Files (October-March)

Box 6
Chronological Files (April-September)
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EV, folders 1-3
GC, folders 1-26
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OA, folders 1-9
Box 7

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OMD, folders 1-6, 8
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Office of the Director (FY 1986)

Chronological Files (October-May)

Box 8

Chronological Files (June-September)

Party Awards
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GC, folders 1-20a, 22-28
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RS, folders 13-28
VIARC Information Volunteer Training, Fall 1979
VIARC Information Volunteer Training, Spring 1979
VIARC Information Volunteer Training, Fall 1980
VIARC Information Volunteer Training, Spring 1980
VIARC Information Volunteers, Foreign Language Capabilities

Memos from Central
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OFS, folders 1-8
OMD National Associate Program
OMD, folders 1-6, 8
OMD RAP
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OMP, folders 1-4
OPS, folders 1, 3-11
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Office of the Director (FY 1987)
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OPS, folders 1, 3-11

Box 11

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Box 12

GC, folders 1-29
EV, folders 1-2
Chronological Files (October-September)
Memos from Central, FY 1987
PUB, folder 14

Office of the Director (Miscellaneous)

Miscellaneous Administrative Files, 1976-1989

Box 13

Miscellaneous Administrative Files, 1981-1986 (includes some budget material and early planning materials for renovation of Castle into SI Visitor Center)

Box 14

Office of the Director

VP-M MNH, FY 1976

Budget FY 1978

MISC-4 WETA Project

WESTAT Research (2 folders)

GC-6 A&I, FY 1981

GC-7 Freer, FY 1981

GC-8 Hirshhorn Museum and Sculpture Garden (HMSG), FY 1981

GC-9 African Art (AfA), FY 1981


GC-12 National Air and Space Museum (NASM), FY 1981


GC-14 National Gallery of Art (NGA), FY 1981

GC-16 Renwick, FY 1981

GC-17 Zoo, FY 1981

GC-18 SI Building, FY 1981

NMAH, 1977-1978

AM-MNH West Court Development, FY 1975

VP Parking

Weekend Parking, 1976

AM Surveys and Research

VP Renwick Gallery, FY 1975
RS-21 PIMS Mail Survey
AP Foreign and Domestic Study Programs, FY 1975
C-M Museums A&S, FY 1975
VP Natural History Museum, FY 1975
C-M Museums MHT, FY 1975
C-M Museums MNH, FY 1975
VP History & Technology Museum, FY 1975
VP Hirshhorn Museum, FY 1975
Weekend SI Parking Lot Surveys
Past Incoming/Outgoing Memos re Discovery Room, 1975-1976
VP-M MHT
AM Budget, Private Funds, FY 1976
AM Surveys & Research, FY 1975
AM Budget, Private Funds, FY 1975
VP-M Renwick
December Christmas Party, 1975
CS-10 Accounting/Budget, FY 1980
RS-5 Five Year Plan, FY 1980
Functional Space Allocation Survey
RS-24 Cohen Survey, SI A/V Slide Show, FY 1980
CO-1e NMAH, FY 1980
MGP List of Files
C-M Museums HMSG
AM Five-Year Plan, FY 1975
OT-2 Programming and Budget, FY 1981
GC-12 NASM
GC-13 NMAA
GC-15 National Portrait Gallery (NPG)
GC-16 Renwick Gallery
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Development of Quad Patron's Register, FY 1985-FY 1987
GWU Graphic Design Project, 1983-1984
Court Survey, FY 1982
National Capital Planning Commission, FY 1985-FY 1987
Committee for a Wider Audience, 1987
RS-21 Annual Reports to Bureaus, FY 1980
RS-18 Annual Reports to Museum Directors, FY 1981
RS-16 Monthly Reports, Weekends/GOP, FY 1981
RS-15 Monthly GOP, FY 1980
CO-1m SI Building, FY 1980 (includes Deputy Director's file - slide show)
RS-14 Monthly PIMS, FY 1980
CO-1f National Museum of Natural History, FY 1980
GC-11 MNH, FY 1981
Budget Masters, FY 1981
Memos from Central, FY 1980 (April-September)
Memos from Central, FY 1980 (October-March)
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Box 16

GC-18 SI Building, 1982
GC-11a Museum of Natural History, 1981-1982
GC-11b Discovery Room
GC-10 Museum of American History, 1982
GC-9 Museum of African Art, 1982
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Associates Budget Request, FY 1973
AM Budget FY 1974
VP Museum of Natural History
NMNH, FY 1978
RS-20 Miscellaneous, 1981-1982
NASM and NMNH Information Desk Question Tally Sheets, FY 1982
Information Desk Question Surveys, FY 1982
OT-2 Office of Programming and Budget
  Seven-Day Information Services Program/Group Information Services
Mobile Info Program, 1988
Telephone Information Program, 1987
Telephone Training
Group Information Service, 1986-1987
GOP Training (2 folders)
Procedures, Theory and Recommendations
Educational Outreach Funding
7-Day Information Recruitment
Office of Personnel Administration (OPERSA) Survey
Quadrangle Scheduling/Planning
Quadrangle Crowd Control & Floor Plans
Meetings With NMH Task Forces on Organization of NMH
Management of Information Resources, Adams/Horton
Tourist Binder Revision, July 1987
Zoo Information at Desks
Favorable Comments, 1988-1989
Floor Plans in Museums
Foreign Lang Brochure
Monthly Reports, 1988
Internships: VAM/OMP Program, Charlottesville, March 1987

Canadian Conference, September 1985

SVIS Materials

NASM Volunteer Docent Handbook

Box 17

Office of Staff, Volunteer, and Intern Services

"Art Talk" WGAY Interview, October 1985

Air and Space Curators, Presentation, February 1986

International Association of Business Communicators, October 1985

Maryland Park and Planning Volunteer Materials

MER Panel on Older Audiences, January 1985

Prince George's Community College Senior Fitness Program, Presentation, February 1986

Seven-Day Information Services Program/Group Information Services

American Association of Museums (AAM), 1984 Meeting

Unit Accessibility

B.C. Meetings

7-Day Information Evaluation

Hispanic Activities

VIARC Annual Report, FY 1985/1986

Annual Report, FY 1984

Annual Reports, 1988

Annual Report, FY 1986

Annual Reports for 7-Day, FY 1987

VIARC Annual Report, FY 1983/1984

VIARC Annual Report, FY 1982/1983

VIARC Annual Report, FY 1981/1982


Quarterly OEO Reports

VIARC Budget, FY 1985/1986
VIARC Budget, FY 1984/1985
VIARC Budget, FY 1983/1984
VIARC Budget, FY 1982/1983
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NASM Cart Survey, FY 1987
Mall Crew, End of Season Wrap
Mall Crew Personnel, 1987
Uniforms, 1987
Mall Crew Pictures, 1983-1984
Mall Crew Training, 1987

Box 18

General Orientation Program (GOP) Slides