



Division of Archives and Records Service

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Service Plan

Fiscal Year 2019

The Department of Administrative Services delivers support services of the highest quality and best value to government agencies and the public. The mission of the State Archives is to assist Utah government agencies in the efficient management of their records, to preserve those records of enduring value, and to provide quality access to public information. The Division is created by statute — Section 63A-12. Its duties are specified in Title 63A, Chapter 12, the Public Records Management Acts; sections of Title 63G, Chapter 2, the Government Records Access and Management Act; and sections of Title 63F, Chapter 1 and Title 63A, Chapter 3. This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to Kenneth Williams, Director, at 801-531-3840 or at kenwilliams@utah.gov.

What are the services we provide?	What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?	
Records management and archival standards	Utah State Archives and Records Service			
	Establish standards, procedures, and techniques for the creation, management, access, and care of records	Develop guidelines, rules, and standards	Adopt guidelines, rules, and standards per subject matter according to professional standards	Number of guidelines online
1. Records management	Records Analysis			
	Provide guidance and standards for records management and Public Records Management Act	Telephone, email, and on-site consultations Online information	Regular contact with records officers and prompt responses	Number of consultations
	Provide formal records management training	Provide in-agency, in-house, regionally-based training, conferences, and seminars	Provide training on records management, including specialized and in-depth training	Number of trainings sessions and participants
		Offer online training and solutions for records management issues	Develop online training and social media information in a manner responsive to customer needs Provide online certification and training	Number of visits to records management tools Number of certifications of record officers and managers
Perform records inventories	Upon request provide records inventory	Assist state and local governmental entities as resources permit	Number of records inventories performed	

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	Manage retention schedules	Consult with state and local governmental entities Online forms and worksheets	Retention schedules are revised, reviewed, or produced providing thorough and complete descriptive information to maintain intellectual control Assist state and local governmental entities within approved time frames	Number of new retention schedules created Number of revised retention schedules
		Regularly update general retention schedules to keep them current	Provide general schedules online	Number of updated schedules
	Administer online record officers certifications	Manage online contact lists and certifications	Provide information online with annual certification status	Number of records officers certification and training

2. GRAMA records access				
Records Ombudsman				
	Administer records ombudsman office			
	Serve as a resource for patrons making or responding to a records request or filing an appeal	Assist patrons, through email, correspondence, telephone, and in-person Develop tools and fact sheets	Provide public support	Respond to public and agency inquiries within required timeframes Inquiries and responses
		Provide model forms for agency and public use in requesting records or responding to requests.	Administer online resources	
	Mediate disputes between requestors and responders	Upon request, offer mediation	Mediate to resolve or narrow gaps and issues	Number of mediations
Records Access				
	Provide guidance and training on GRAMA and records access, including designations and classifications, appeals, and fees	Provide training at seminars and conferences as requested	Provide training on records access, including specialized and in-depth training	Number of trainings sessions and participants
	Administer online record officers certifications	Manage online contact lists and certifications	Provide information online with annual certification status	Number of records officers certified and trained
	Administer and maintain GRAMA request portal	Assist requesters and responders in GRAMA process through portal	Provide public and government employee support	

3. Records services				
Records Center				
	Provide storage services	Create efficient procedures for the storage of government records	Accession records according to professional procedures and standard with required descriptive information to maintain intellectual control	Number of accessions

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	<p>Provide forms and instructions on the division's website</p> <p>Provide agencies information on utilizing the State Records Center's storage services</p>	<p>Assist and/or refer agencies within accepted time frames</p>	<p>Number of re-files</p>	
	<p>Provide access and retrieval services</p>	<p>Create efficient procedures for the access and retrieval of government records</p> <p>Provide forms and instructions on the division's website</p> <p>Provide agencies information on utilizing the State Records Center's access and retrieval services</p>	<p>Maintain record storage security</p>	<p>Volume of storage</p>
	<p>Provide for the appropriate destruction of obsolete records</p>	<p>Create efficient procedures for the proper destruction of records stored at the State Records Center</p>	<p>Assist and/or refer agencies within accepted time frames</p>	<p>Number of retrieval/pulls</p> <p>Number of unsuccessful retrieval/pulls</p>
	<p>Provide online tools for the appropriate disposal of records in agency custody</p>	<p>Provide online tools for the appropriate disposal of records in agency custody</p>	<p>Properly destroy obsolete records (box container level that have met retention schedules) in State Records Center</p>	<p>Number of destructions</p> <p>Percentage of records destroyed, as per approved retention schedules</p>
4. Archives	Access			
	<p>Provide enhanced access to historical records</p>	<p>Accession and process records</p> <p>Develop finding-aids and subject guides</p> <p>Provide access to select historical records through the Digital Archives</p>	<p>Adhere to professional archival procedures, guidelines, and standards in accessioning, processing, and storage, with required descriptive information to maintain intellectual control</p> <p>Appraise records and accept custody according to standards and State Records Committee approved retention schedules</p>	<p>Number of cubic feet accessioned and processed into permanent collection</p> <p>Number of finding-aids created</p> <p>Number of record series enhanced</p>
	<p>Administer and maintain open records portal</p>	<p>Provide for public records through the portal</p>	<p>Digitize historical records from paper and microfilm formats</p>	<p>Number of digital assets created</p>
	<p>Provide patron services</p>	<p>Assist patrons through reference room visits, email, correspondence, and telephone</p> <p>Conduct patron interviews, provide training, assistance, and answer research questions</p> <p>Provide copies of records in a variety of formats</p>	<p>Assist and/or refer patrons within accepted time frames</p> <p>Provide in requested format (e.g., photocopy, photograph, digital, microfilm)</p>	<p>Number of patron requests for access fulfilled in a thorough and accurate manner</p> <p>Number of record series accessed</p>
		<p>Maintain Digital Archives</p>	<p>Number of digital assets accessed by public</p>	

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Provide outreach	Offer trainings and workshops, exhibits, promotional and special events, papers, and presentations	Outreach and training offered at professional level	Number of consultations, trainings, and events attended
Preservation			
Maintain records of historical and enduring value	Hold custody of historical records	Maintain storage facility and mechanical systems to accepted professional archival procedures, guidelines, and standards	Number of hours spent maintaining equipment and systems
		Preserve records of enduring value through acquisition and custody	Number of cubic feet accessioned and processed into permanent collection
		Provide for accurate and complete bibliographic information	Total volume box cubic feet and microfilm
Preserve records of historical and enduring value	Provide conservation treatment Build and maintain Electronic Archives	Basic preservation treatment according to professional procedures and standards Ingest and harvest, migrate and convert, and apply associated required metadata to electronic records according to published professional archives standards and best practices	Number of hours spent performing bench work preservation Number of metadata standards and revisions assimilated into system and workflow Volume of data preserved
5. Preservation			
Microphotography Imaging Center			
Preserve historical and administrative records	Reformat records through the use of digitization, digital-to-microfilm/fiche converter, microfilming, and the operation of the microphotography imaging center Microfilm historical records	Maintain excellence of quality of all reformatted records, adhere to regional and national professional standards	Number of records reformatted to quality standards Number of series affected during the fiscal year, e.g., track rolls, cubic feet, frames, and number of series microfilmed
Oversee Statewide Reformatting of Records	Maintain intellectual and physical control of the finished product Telephone, e-mail, on site conversations and training Educate off site agencies in best practices, to achieve efficiency and cost control	Oversee quality control of the state's imaging processes through visual inspection Maintain accurate data and inventory for efficient retrieval of preserved records Oversee cameras and scanners statewide Adhere to regional and national professional standards	Number of contacts Number of records and series reformatted; number of rolls, DVD's and digital images/rolls
6. Open and Public			
Utah Public Notices Website			
Maintain Utah Public Notice Website	Administer website	Provide public notice website training	Number of training consultations

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Meetings/Public Notices	Maintain Utah Public Notice Website	Administer website Provide public support	Provide public access to public meetings and hearing notices, agendas, public handouts, and public materials, including recordings Respond to public inquiries within accepted timeframes	Number of public visits Number of consultations to public
				Number of public bodies
7. Support for the State Records Committee	State Records Committee			
	Provide staff support for the State Records Committee	Series retention schedules provided to State Records Committee for approval Schedule appeal hearings Maintain information about hearings	Adhere to mandated legal requirements	Number of retention schedules approved by State Records Committee within approved time frames Number of hearings Number of orders issued Number of appeals requested
	Serve as a resource for local appeals boards	Provide training and consultation as requested		Number of local appeals board contacts
8. Support for the Utah State Historical Records Advisory Board	Utah State Historical Records Advisory Board			
	Assist institutions and repositories on appraisal, processing, and other preservation means for their records	Assist through outreach visits, email, correspondence, and telephone Provide support and conduct training for the network of approved regional repositories	Maintain regional repository and consortium online directory Utilize approved training materials	Number of trainings conducted
	Preserve public records	Train regional repositories and other institutions that house historical records	Provide online tools of basic archives management	Number of records of enduring, vital, and regional value preserved
Preserve public records	Manage grants program	Provide operational and project grants to regional and local repositories	Number of preservation projects supported	