



division of
**Archives and
Records Service**

Department of Government Operations
Division of Archives and Records Service
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Service Plan
Fiscal Year 2022

The Department of Government Operations creates innovative solutions to transform government services. The mission of the State Archives is to assist Utah governmental entities 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 in Section 63A-12-101. Its duties are specified in Title 63A, Chapter 12, of the Utah Administrative Services code; sections of Title 63G, Chapter 2, the Government Records Access and Management Act; and sections of Title 63F, Chapter 1 and Title 63A, Chapter 12.

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.

UTAH STATE ARCHIVES AND RECORDS SERVICE

Records management and archival standards

What are the services we provide?	What are the methods used to provide each service?	What are the methods used to provide each service?	What performance measures are used to gauge compliance with the standards?
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.

RECORDS MANAGEMENT

Records and Information Management Consultation

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?
Provide guidance and standards for records management	<p>Telephone, email, and on-site consultations.</p> <p>Online records management information.</p>	Regular contact with records officers and prompt responses.	Number of consultations.
Provide formal records management training.	<p>Provide in-agency, in-house, regionally-based training, conferences, and seminars.</p> <p>Offer online training and solutions for records management issues.</p>	<p>Provide training on records management, including specialized and in-depth training.</p> <p>Develop online training and social media information in a manner responsive to customer needs.</p> <p>Provide online certification and training</p>	<p>Number of training sessions and participants.</p> <p>Number of visits to records management tools.</p> <p>Number of certifications of record officers and managers.</p>

Perform records inventories.	Upon request provide records inventory.	Assist state and local governmental entities as resources permit.	Number of records inventories performed.
Manage retention schedules.	Consult with state and local governmental entities. Provide online forms and worksheets. Regularly update general retention schedules to keep them current.	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. Provide general schedules online.	Number of new retention schedules created and number of revised retention schedules. 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.

GRAMA RECORDS ACCESS

Records Ombudsman

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?
<p>Administer records ombudsman office.</p> <p>Serve as a resource for patrons making or responding to a records request or filing an appeal.</p>	<p>Assist patrons, through email, correspondence, telephone, and in-person.</p> <p>Develop tools and fact sheets.</p> <p>Provide model forms for agency and public use in requesting records or responding to requests.</p>	<p>Provide public support.</p> <p>Administer online resources.</p>	<p>Respond to public and agency inquiries within required timeframes.</p> <p>Number of inquiries and responses.</p>
<p>Mediate disputes between requesters and responders.</p>	<p>Upon request, offer mediation.</p>	<p>Mediate to resolve or narrow gaps and issues.</p>	<p>Number of mediations.</p>

GRAMA RECORDS ACCESS

Records Access

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?
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 training 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 the portal.	Provide public and government employee support.	Number of requests and responses processed through the portal.

RECORDS SERVICES

Records Center

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?
<p>Provide records storage services.</p>	<p>Create efficient procedures for the storage 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 storage services.</p>	<p>Accession records according to professional procedures and standards with required descriptive information to maintain intellectual control.</p> <p>Assist and/or refer agencies within accepted time frames.</p> <p>Maintain record storage security.</p>	<p>Number of re-files.</p> <p>Volume of storage.</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</p>	<p>Assist and/or refer agencies within accepted time frames .</p>	<p>Number of retrievals/pulls.</p> <p>Number of unsuccessful retrievals/pulls.</p>

	Center's access and retrieval services.		
Provide for the appropriate destruction of obsolete records.	<p>Create efficient procedures for the proper destruction of records stored at the State Records Center.</p> <p>Provide online tools for the appropriate disposal of records in agency custody.</p>	Properly destroy obsolete records (box container level that have met retention schedules) in State Records Center.	<p>Number of destructions.</p> <p>Percentage of records destroyed, as per approved retention schedules.</p>

ARCHIVES

Access

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?
Provide enhanced access to historical records.	<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>Digitize historical records from paper and microfilm formats.</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 through access work.</p> <p>Number of digital assets created.</p>
Administer and maintain an open records portal.	Provide for public records access through the portal.	Provide public and government employee support.	Number of requests.

<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>Maintain Digital Archives.</p>	<p>Number of patron requests for access fulfilled in a thorough and accurate manner.</p> <p>Number of record series accessed.</p> <p>Number of digital assets accessed by the public.</p>
<p>Provide outreach.</p>	<p>Offer trainings and workshops, exhibits, promotional and special events, papers, and presentations.</p>	<p>Outreach and training offered at professional level.</p>	<p>Number of consultations, trainings, and events attended.</p> <p>Number and quality of engagements with the public, in person and online.</p>

ARCHIVES

Preservation

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?
Maintain records of historical and enduring value.	Hold custody of historical records.	<p>Maintain storage facility and mechanical systems to accepted professional archival procedures, guidelines, and standards.</p> <p>Preserve records of enduring value through acquisition and custody.</p> <p>Provide for accurate and complete bibliographic information.</p>	<p>Number of hours spent maintaining equipment and systems.</p> <p>Number of cubic feet accessioned and processed into permanent collection.</p> <p>Total volume box cubic feet and microfilm.</p>
Preserve records of historical and enduring value, regardless of format.	<p>Provide conservation treatment.</p> <p>Build and maintain a standards compliant Electronic Archives.</p>	<p>Basic preservation treatment according to professional procedures and standards.</p> <p>Ingest and harvest, migrate and convert, and apply associated required metadata</p>	<p>Number of hours spent performing bench work preservation.</p> <p>Number of metadata standards and revisions</p>

		to electronic records according to published professional archives standards and best practices.	assimilated into system and workflow. Volume of data preserved
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PRESERVATION

Reformatting Services

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?
Preserve historical and administrative records.	<p>Reformat records through the use of digitization, digital-to-microfilm/fiche converter, microfilming, and the operation of the Reformatting Program.</p> <p>Microfilm historical records</p>	Maintain excellence of quality of all reformatted records and adhere to regional and national professional standards.	<p>Number of records reformatted to quality standards.</p> <p>Number of series affected during the fiscal year (e.g., track rolls, cubic feet, frames, and number of series microfilmed).</p>
Oversee Statewide Reformatting of Records	<p>Maintain intellectual and physical control of the finished product.</p> <p>Telephone, e-mail, on site conversations and training.</p> <p>Educate off site agencies in best practices, to achieve efficiency and cost control.</p>	<p>Oversee quality control of the state's imaging processes through visual inspection.</p> <p>Maintain accurate data and inventory for efficient retrieval of preserved records.</p> <p>Oversee cameras and scanners statewide for reformatted</p>	<p>Number of contacts.</p> <p>Number of records and series reformatted.</p> <p>Number of rolls, digital images, and other pertinent units of measurement.</p>

		<p>work that will enter Archives custody.</p> <p>Adhere to regional and national professional standards and best practices.</p>	
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OPEN AND PUBLIC MEETINGS/PUBLIC NOTICES

Utah Public Notice Website

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?
Administer and maintain the Utah Public Notice Website.	Administer website. Provide public support	Provide public notice website training. 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 training consultations. Number of public visits. Number of consultations to the public. Number of public bodies.

SUPPORT FOR THE RECORDS MANAGEMENT COMMITTEE

Records Management Committee

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?
Provide staff support for the Records Management Committee.	Series retention schedules provided to the Records Management Committee for approval. Maintain information about Records Management Committee decisions.	Adhere to mandated legal requirements.	Number of retention schedules approved by the Records Management Committee within approved time frames.

SUPPORT FOR THE STATE RECORDS COMMITTEE

State Records Committee

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?
<p>Provide staff support for the State Records Committee.</p> <p>Serve as a resource for local appeals boards.</p>	<p>Schedule appeal hearings.</p> <p>Maintain information about hearings.</p> <p>Provide training and consultation as requested.</p>	<p>Adhere to mandated legal requirements.</p>	<p>Number of hearings.</p> <p>Number of orders issued.</p> <p>Number of appeals requested.</p> <p>Number of local appeals board contacts.</p>

SUPPORT FOR THE UTAH STATE HISTORICAL RECORDS ADVISORY BOARD (USHRAB)

Utah State Historical Records Advisory Board

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?
<p>Assist institutions and repositories on appraisal, processing, and other preservation and access means for their records.</p> <p>Preserve public records.</p>	<p>Assist through outreach visits, email, correspondence, and telephone.</p> <p>Provide support and conduct training for the network of approved regional repositories.</p> <p>Train regional repositories and other institutions that house historical records.</p> <p>Manage re-granting program.</p>	<p>Maintain regional repository and consortium online directory.</p> <p>Utilize approved training materials.</p> <p>Provide online tools of basic archives management.</p> <p>Provide operational and project grants to regional and local repositories.</p>	<p>Number of trainings conducted.</p> <p>Number of records of enduring, vital, and regional value preserved.</p> <p>Number of records of enduring, vital, and regional value preserved.</p>