



Division of Archives and Records Service

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Service Plan

Fiscal Year 2011

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 Section 63A-12, sections of Title 63G, Chapter 2, and sections of Title 63F, Chapter 1. This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to Patricia Smith-Mansfield, Director, at 801-531-3850 or at pmansfie@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?
1. Records Management & Archival Standards	1.1 Utah State Archives and Records Service			
	The Archives establishes standards, procedures, and techniques for the management and care of records (Section 63A-12-101(2))	The Archives develops guidelines, rules, and standards so that governmental entities and records repositories may understand their legal responsibilities in the management and preservation of their records	Guidelines, rules, and standards are created and adopted providing subject matter that is relevant and adheres to professional standards	1.1.1 Archival standards and guidelines online
2. Records Analysis	2.1 Records Analysis			
	The Archives provides GRAMA guidance and standards (records management, appeals, classifications and designations, appraisal) (Sections 63A-12-101(2); 63G-2-103, 702(6), 703(5))	The Archives consults with records officers, managers, and creators by telephone, email, and onsite consultations; and through online information	Regular contact with records officers and prompt responses	2.1.1 Consultations provided
	The Archives provides GRAMA and formal records management training (Sections 63A-12-101(2); 63G-2-702(6),	The Archives provides in-agency, in-house, and regionally-based training regularly	Professional level training is provided on records management and access, including specialized and in-depth training	2.1.2 Quality of training workshops evaluated 2.1.3 Participants trained

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	703(5))	The Archives offers online training and solutions for records management issues	Quality online training information is developed in a manner responsive to customer needs	2.1.4 Visits to online records management tools 2.1.5 Quality of online information is tracked
	The Archives performs records inventories (Section 63A-12-101(2))	The Archives conducts records inventories upon request and by need to governmental entities and records repositories	State and local governmental entities are assisted as requested within approved time frames	2.1.6 Records inventories performed
	The Archives manages the state's retention schedules (Sections 63A-12-101(2), 103(5,10), 105(3), 108; 63G-2-701(1))	The Archives consults with state and local governmental entities to develop record series retention schedules. Online forms and worksheets provide access 24/7 allowing governmental entities to submit retention information anytime	State and local governmental entities are assisted within approved time frames. Retention schedules are revised, reviewed, or produced providing thorough and complete descriptive information to maintain intellectual control	2.1.7 Quality control tracked to ensure intellectual control over data
		The Archives has series descriptions and retention schedules online for 24/7 access to the public to encourage open government	Retention schedules are provided online	2.1.8 Volume of retention schedules compared to records needs
3. Records Services	3.1 Records Center Services			
	The Archives provides secured storage services to the state and its political subdivisions for inactive records in the State Records Center (Section 63A-2-101(2))	The Archives creates efficient procedures for the storage of inactive government records. Forms and instructions are online for 24/7 access and information is given on utilizing the Center's storage services	Records are accessioned complying with professional standards and established procedures with required descriptive information to maintain intellectual control	3.1.1 Records are accessioned complying with quality standards. Volume of inactive records compared to capacity of the Center

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	The Archives provides access and retrieval services to agency-owned records in State Records Center (Section 63A-2-101(2))	The Archives delivers efficient access and retrieval of government records. Forms and instructions are online for 24/7 access and information given on utilizing the Center’s access and retrieval services	Agencies are assisted and/or referred within accepted time frames	3.1.2 Records retrieved and refiled; percentage of unsuccessful retrievals
	The Archives provides for the appropriate destruction of obsolete records stored at the State Records Center (Section 63A-12-101(2), 105))	The Archives offers complete and proper destruction of obsolete records according to approved retention schedules	Obsolete records in State Records Center that have met retention are properly and thoroughly destroyed	3.1.3 Volume of destructions; percentage of timely destructions
		The Archives provides online tools for the appropriate disposal of obsolete records held by governmental entities	Best practices in disposal of obsolete records online	3.1.4 Online tools
4. Public Access	4.1 Public Access – Arrangement, Description			
	The Archives provides open and enhanced access to historical records to the public (Section 63A-12-101(2), 105(2); 63G-2-201(1), 310(1))	The Archives accessions and processes historical records and develops finding aids and subject guides to provide the public, including researchers, family historians, the media, educators, and others quality access to historical records	Records are appraised for essential, vital, and permanent value as historical records. Custody of historical records is accepted according to professional standards and approved retention schedules	4.1.1 Records appraised and taken into custody

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			Professional archival procedures, guidelines, and standards in accessioning, processing, and preservation storage of records are adhered to with required descriptive information to maintain intellectual control and provide open and unfettered access to public records	4.1.2 Cubic feet accessioned & processed to Archives collection; finding aids created
		The Archives maintains a quality Digital Archives that provides 24/7 access	Historical records from paper and microfilm formats are digitized and processed for online presentation	4.1.3 Digital assets created
4.2 Public Access – Patron Services				
The Archives provides open access to historical records to the public through the Archives Research Center (Section 63A-12-101(2), 105(2); 63G-2-201(1), 310(1))		The Archives assists patrons, including the public, researchers, family historians, the media, educators, and others through visits to the Research Center, email and other correspondence, and telephone	Patrons are assisted and/or referred within accepted time frames Records are reformatted to requested format	4.2.1 Patron requests for access fulfilled in a thorough and accurate manner 4.2.2 Records reformatted
		The Archives conducts professional patron interviews, provides assistance and research training, and answers research questions	Professional level patron service is provided, satisfying patron needs	4.2.3 Quality of patron service evaluated
		The Archives provides online access to important historical records through the Digital Archives	The public has 24/7 access for research in essential historical records	4.2.4 Public research visits to digital records on Digital Archives

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	The Archives provides outreach opportunities and special events to the public (Section 63A-12-101(2))	The Archives offers training and research workshops, exhibits, promotional and special events, papers, and presentations to the public and organizations	Outreach and training offered at professional level	4.2.5 Participation in outreach events
5. Preservation	5.1 Archival Preservation Services			
	The Archives maintains records of historical and enduring value (Sections 63A-12-101(2), 102, 105(2), 107; 63G-2-702(6), 703(5))	The Archives holds custody of historical records of permanent, essential, and vital value so they may be available for present and future generations	Records are taken into custody and initial preservation is given if required, including rehousing to archival materials	5.1.1 Records are accessioned adhering to quality standards. Volume of historical records compared to capacity in repository
			Repository facility and mechanical systems are maintained according to accepted archival procedures, guidelines, and standards to preserve records	5.1.2 Repository facility, systems, and equipment to professional standards
		The Archives maintains an Electronic Archives to preserve historical electronic records for future public needs	Electronic records are ingested and harvested, migrated and converted; and required metadata applied associated to electronic records according to published professional archival standards and best practices	5.1.3 Volume of historical data preserved
	The Archives preserves records of historical and enduring value (Sections 63A-12-101(2), 102, 105(2), 106, 107; 63G-2-702(6), 703(5))	The Archives provides conservation treatment to ensure the enduring preservation of historical records	Basic preservation treatment is given according to professional procedures and standards	5.1.4 Number of hours spent performing bench work conservation treatment

6. Preservation	6.1 Microphotography Imaging and Reformatting Services			
	The Archives preserves historical and administrative records for governmental entities and public needs (Sections 63A-12-101(2), 102, 105(2), 106, 107; 63G-2-702(6), 703(5))	The Archives reformats records for agencies and the public through the use of digitization, digital-to-microfilm conversion, microfilming, and the operation of the Microphotography Imaging Center	Reformatting adheres to professional standards and is provided within accepted time frames	6.1.1 Reformatted records to quality standards
			Intellectual and physical control of the finished product is maintained, with accurate data and inventory for efficient retrieval of preserved records	6.1.2 Data is maintain according to professional standards
	The Archives oversees the quality of records reformatting statewide to ensure the enduring preservation of historical and essential records (Section 63A-12-101(2), 106))	The Archives oversees quality control of the state’s imaging processes through visual inspection to ensure product meets professional standards	Over 76 cameras and scanners statewide are managed and adhere to professional standards	6.1.3 Product adheres to professional standards
The Archives educates and trains governmental entities through telephone, email, site visits, and formal training in best practices so as to achieve efficiency and cost control		Outreach and consultations offered at professional level	6.1.4 Consultations provided	
7. Public Meetings & Public Notices	7.1 Public Meeting Notices Website			
	The Archives maintains the Utah Public Notice Website so that governmental entities may post public notices (Sections 63-12-101(2); 63F-1-701,702))	The Archives administers the website to provide access to public body administrators and others that post public notice	Public notice website training is provided	7.1.1 Consultation provided, participants trained, and assistance provided 7.1.2 Administrators’ use 7.1.3 Public bodies posting

	The Archives maintains the Utah Public Notice Website so the public may access public notices and participate in public meetings (Sections 63-12-101(2); 63F-1-701,702))	The Archives administers the website providing 24/7 access to public notices to foster public participation and offers public support to citizens using the website	Public access is provided to meetings and hearing notices, and response to public inquiries is made within accepted time frames	7.1.4 Public users visits to the Utah Public Notice Website 7.1.5 Number of public notices
8. State Records Committee Support	8.1 State Records Committee			
	The Archives provides staff support for the State Records Committee, advancing transparency in government (Sections 63A-12-101(2), 63G-2-502(5))	The Archives schedules appeal hearings so that the public may have timely access to records	Appeal hearings are scheduled or denied according to mandated requirements	8.1.1 Hearings scheduled or denied within mandated time frames and orders completed
		The Archives maintains series retention schedules and submits them to the State Records Committee for appropriate approval	Record series retention schedules are approved by the State Records Committee	8.1.2 Retention schedules approved by State Records Committee within approved time frames
		The Archives provides public support and information so that appeals for records requests may be conducted	Public inquiries are responded to within accepted time frames	8.1.3 Public assisted
9. Utah State Historical Records Advisory Board Support	9.1 Utah State Historical Records Advisory Board			
	The Archives assists institutions and repositories on appraisal, processing, and other preservation means so that essential records are preserved and available to the public (Sections 63A-12-101(2); 63G-2-702(6), 703(5); 36CFR 1206.38))	The Archives assists records repositories through outreach visits, email and other correspondence, and telephone and supports a network of approved regional repositories	Regional repository and consortium online directory is maintained	9.1.1 Current online directory
The Archives offers training workshops for regional repositories and institutions that house historical records. Best practices training in preservation to ensure long-term access to regional and local records		Professional training materials and workshops with best standards are offered, including online tools	9.1.2 Participants trained	

What are the costs associated with each service?		
Public Agency Costs Structure		
Costs of services at the State Archives are varied, often depending upon the use and purpose of the service.		
Copy and Film Costs		
Photocopies		
All copying is subject to a determination made by research center staff that such duplication can be done without injury to the material and that the specified records are available for general public access.		
Documents (photocopies/laser prints):		
Made by patron/requestor	\$0.10 per page	
Made by staff	\$0.50 per page (limit 50 pages per request)	
Microfilm/microfiche:		
Made by patron/requestor	\$0.25 per page	
Made by staff	\$1.00 per page (limit 25 pages per request)	
Special arrangements can be made for requests to copy more than standard page limit, but completion time will be subject to the availability and schedules of the research center staff.		
Photographic reproduction		
\$10.00 for print/digital copy, standard—no special orders		
Certification of Copies (Government Records Only)		
\$2.00 per document		
Delivery (Mail or Fax)		
	In the U.S.	International
1-10 pages	\$2.00	\$5.00
Microfilm Purchase		
Copies of microfilm may be purchased for the cost of reproduction. Microfilm that may be copied is limited primarily to public government records in the custody of the Utah State Archives.		
16 mm prints (diaz)	\$10.00	
35 mm prints (diaz)	\$12.00	
16 mm prints (thin)	\$10.00	
16 mm prints (silver)	\$18.00	
35 mm prints (silver)	\$20.00	

What are the costs associated with each service?	
Research or services fee: as provided by 63G-2-203(2)	
Extended research or service fee: as provided by 63G-2-203(2)	
Reformatting/Conversion	
16mm master film	\$10.00
35mm master film	15.00
Frames filmed, standard work	0.05
Frames filmed, custom work	0.08
Books filmed, per page	0.15
Film cartridge	3.50
Electronic image to microfilm	40.00
Electronic document, per CD	2.00
Electronic document, per DVD	4.00
Microfilm to CD/DVD, per reel	35.00
Microfilm to CD/DVD, electronic conversion	5.00
Audio recording to CD	6.00