



**Division of Archives and Records Service**

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<http://www.archives.utah.gov/>

# Service Plan

Fiscal Year 2013

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](mailto: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?
<b>Records management and archival standards</b>	<b>Utah State Archives and Records Service</b>		
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
<b>1. Records management</b>	<b>Records Analysis</b>		
Provide GRAMA guidance and standards (records management, appeals, classifications and designations, appraisal)	Telephone, email, and on-site consultations Online information	Regular contact with records officers and prompt responses	Number of consultations
Provide GRAMA and formal records management training	Provide in-agency, in-house, and regionally-based training regularly	Provide training on records management and access, including specialized and in-depth training	Number of trainings sessions and participants

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?
		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
	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 total volume
	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 a person making or responding to a records request or filing an appeal	Assist persons in-person, through email, correspondence, and telephone 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 at issue	Number of mediations

<b>3. Records services</b>					
<b>Records Center</b>					
3. Records services	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	
		Provide forms and instructions on the division's website	Assist and/or refer agencies within accepted time frames	Number of re-files	
		Provide agencies information on utilizing the State Records Center's storage services		Maintain record storage security	Volume of storage
	Provide access and retrieval services	Create efficient procedures for the access and retrieval of government records	Provide forms and instructions on the division's website	Assist and/or refer agencies within accepted time frames	Number of retrieval/pulls
					Provide agencies information on utilizing the State Records Center's access and retrieval services
	Provide for the appropriate destruction of obsolete records	Create efficient procedures for the proper destruction of records stored at the State Records Center	Properly destroy obsolete records (box container level that have met retention schedules) in State Records Center	Number of destructions	
Provide online tools for the appropriate disposal of records in agency custody			Percentage of records destroyed, as per approved retention schedules		

<b>4. Archives</b>				
<b>Access</b>				
4. Archives	Provide enhanced access to historical records	Accession and process records Develop finding-aids and subject guides Provide access to select historical records through the Digital Archives	Adhere to professional archival procedures, guidelines, and standards in accessioning, processing, and storage with required descriptive information to maintain intellectual control	Number of cubic feet accessioned and processed into permanent collection
			Appraise records and accept custody according to standards and State Records Committee approved retention schedules	Number of finding-aids created
				Number of record series enhanced
			Digitize historical records from paper and microfilm formats	Number of digital assets created
Provide patron services	Assist patrons through reference room visits, email, correspondence, and telephone Conduct patron interviews, provide	Assist and/or refer patrons within accepted time frames Provide in requested format (e.g., photocopy, photograph, digital, microfilm)	Number of patron requests for access fulfilled in a thorough and accurate manner	
			Number of record series	

		training, assistance, and answer research questions Provide copies of records in a variety of formats ( <i>see last page for costs</i> )	Maintain Digital Archives	Number of digital assets accessed by public
	Provide outreach	Offer training and research workshops, exhibits, promotional and special events, papers, and presentations	Outreach and training offered at professional level	Number of consultations and training
<b>Preservation</b>				
	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.

<b>5. Preservation</b>	<b>Microphotography Imaging Center</b>			
	Preserve historical and administrative records	Reformat records through the use of the digitization, digital-to-microfilm/fiche converter, microfilming, and the operation of the microphotography imaging center  Microfilm long-term records ( <i>see last page for costs</i> )	Maintain excellence of quality of all reformatted records, adhere to regional and national professional standards	Number of records reformatted to quality standards
				Number of different 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 the 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 over 76 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				

<b>6. Open and Public Meetings/Public Notices</b>	<b>Utah Public Notices Website</b>			
	Maintain Utah Public Notice Website	Administer website	Provide public notice website training	Number of training consultations
	Maintain Utah Public Notice Website	Administer website Provide public support	Provide public access to public meetings and hearing notices Respond to public inquiries within accepted timeframes	Number of public visits
				Number of consultations to public
Number of public bodies				

<b>7. Support for the State Records Committee</b>	<b>State Records Committee</b>			
	Staff support for the State Records Committee	Series retention schedules provided to State Records Committee for approval Schedule appeal hearings Maintain information	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				

<b>8. Support for the Utah State Historical Records Advisory Board</b>	<b>Utah State Historical Records Advisory Board</b>			
	Assist institutions and repositories on appraisal, processing, and other preservation means	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

**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.

General Fees:

Certified copy of a document	\$ 4.00
16mm diazo microfilm duplication - per reel	\$ 10.00
16mm master film	\$ 10.00
16mm silver print duplication - per reel	\$ 18.00
35mm diazo microfilm duplication - per reel	\$ 12.00
35mm master film	\$ 15.00
35mm silver print duplication - per reel	\$ 20.00
Electronic images to microfilm	\$ 40.00
Audio recording (plus cost of CD,DVD or USB)	\$ 6.00
Video recording (plus cost of CD,DVD or USB)	\$ 0.00
Books filmed (cost per page)	\$ 0.15
Frames filmed - custom work	\$ 0.08
Frames filmed - standard filmig	\$ 0.05
Laser printer output by requester	\$ 0.10
Laser printer output by staff	\$ 0.50
Mail request (outside US)	\$ 5.00
Mail request (within US)	\$ 2.00
Microfilm to CD/DVD/USB (set up fee)	\$ 5.00
Microfilm to CD/DVD/USB, per reel (100 foot roll)	\$ 35.00
Microfilm to CD/DVD/USB, per reel (200 foot roll)	\$ 35.00

Supplies:

**What are the costs associated with each service?**

DVD	(per disk)	\$ 4.00
CD	(per disk)	\$ 2.00
USB Flash Drive	(per GB)	\$ 5.00
Film cartridge		\$ 3.50
Pencil		\$ 0.25

Other Fees:

Archivist handling fee as provided by		
GRAMA 63G-2-203(2)		\$ 15.00
Special request pricing		<b>Negotiated</b>
Microfilm security storage per reel		<b>Negotiated</b>
(cost recovery & handling)		

Surplus Photo Charges

Surplus Photos:		
4 x 5		\$ 1.00
5 x 7		\$ 2.50
8 x 10		\$ 4.00
Slides		\$ 1.50

Photo Reproductions

Glossy or Matte B/W Prints		
4 x 5		\$ 7.00
5 x 7		\$ 10.00
8 x 10		\$ 15.00
11 x 14		\$ 25.00
16 x 20		\$ 35.00

**What are the costs associated with each service?**

20 x 24	\$ 55.00
Fiber Base Sepia Tone Prints	
4 x 5	\$ 12.00
5 x 7	\$ 16.00
8 x 10	\$ 25.00
11 x 14	\$ 40.00
16 x 20	\$ 60.00
20 x 24	\$ 70.00
Digital Imaging 300 dpi or higher	\$ 10.00
Five working day rush order (per image)	\$ 2.00
Five working day rush order (per scan)	\$ 2.00
20 image max on 300-500 dpi scans	
10 image max on 600 dpi or greater	

Custom Reproduction Requests

Maps, Color Photos, Posters & Oversize	
Reproduction Cost plus 40%	<b>Negotiated</b>

Image Use Charges

Published Posters, Calendars, Post Cards, Brochures	
Personal Genealogy/Family History	At cost
Non-profit/Educational/Museum	At cost
Commercial - less than 1,000	\$ 25.00
Commercial - 1,000 - 5,000	\$ 50.00
Commercial - 5,000 +	\$ 75.00

**What are the costs associated with each service?**

Publications, Books, Pamphlets, Journals, CD, Video

Personal Genealogy/Family History	At cost
Non-profit/Educational/Museum	At cost
Commercial - less than 10,000	\$ 10.00
Commercial - 10,000 - 50,000	\$ 35.00
Commercial - 50,000 +	\$ 75.00

Advertisements

Personal Genealogy/Family History	At cost
Non-profit/Educational/Museum	At cost
Local Newspaper/magazine	\$ 75.00
National newspaper/magazine	\$100.00
Catalogs	\$ 75.00

Broadcast, Theatrical Presentations, Web Sites

Personal Genealogy/Family History	At cost
Non-profit/Educational/Museum	At cost
Commercial - Local	\$ 75.00
Commercial - National	\$100.00

Film/Video (Moving Image or Sound Recording)

Personal Genealogy/Family History	At cost
Non-profit/Educational/Museum	At cost
Commercial - less than 5 minutes	\$ 25.00
Commercial - 5 to 10 minutes	\$ 50.00
Commercial - Shown in entirety	\$ 75.00

**What are the costs associated with each service?**

## Display

Personal Genealogy/Family History	At cost
Non-profit/Educational/Museum	At cost
Commercial - Local/National	\$ 10.00

## Other

Resale	\$ 10.00
Local News Media	At cost
Novelties	\$ 10.00

Copy Charges

## Documents 8.5" x 11"

Made by patron	\$ 0.10
Made by staff (limit 50)	\$ 0.25

## Documents 11" x 14" and 11" x 17"

Made by patron	\$ 0.25
Made by staff (limit 50)	\$ 0.50

## Copies from Microfilm/Microfiche - Paper

Made by patron	\$ 0.25
Made by staff (limit 25)	\$ 1.00

## Copies from Microfilm/Microfiche - Digital

Made by patron	\$ 0.15
Made by staff (limit 25)	\$ 1.00

## Recordings

Audio Recording (this price excludes cost of medium)	\$ 4.00
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**What are the costs associated with each service?**

Video Recording (this price excludes cost of medium) \$ 20.00

Mailing Charges

1-10 Pages USA \$ 3.00

add postage for each 10 pages USA \$ 1.00

CD/DVD/USB USA \$ 4.00

Video USA \$ 5.00

Photo 8 x 10 USA \$ 4.00

Photo 11 x 14 USA \$ 6.00

Microfilm 1-2 reels USA \$ 4.00

each additional reel USA \$ 1.00

1-10 Pages International \$ 5.00

for each additional 10 pages International \$ 1.00

CD/DVD/USB International \$ 6.00

Photo 8 x 10 International \$ 6.00

Photo 11 x 14 International \$ 8.00

Microfilm 1-2 reels International \$ 6.00

each additional reel International \$ 2.00

Fax Charges

Local fax fee (plus copy charge) \$ 1.00

Long Distance fax fee (plus copy charge) \$ 2.00

International fax fee (plus copy charge) \$ 5.00