



Division of Archives and Records Service

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

Service Plan

Fiscal Year 2014

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?
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 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

3. Records services					
Records Center					
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	

4. Archives				
Access				
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	Number of patron requests for access fulfilled in a thorough and accurate manner
			Provide in requested format (e.g., photocopy, photograph, digital, microfilm)	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
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 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				

6. Open and Public Meetings/Public Notices	Utah Public Notices Website			
	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				
7. Support for the State Records Committee	State Records Committee			
	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
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	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.

COPY CHARGES		
AUDIO		
	Audio Recording (this price excludes cost of medium)	\$10.00
DOCUMENTS		
	Documents 11" x 14" and 11" x 17"- by patron	\$0.25
	Documents 11" x 14" and 11" x 17"- by staff (limit 50)	\$0.50
	Documents 8.5" x 11" - by patron	\$0.10
	Documents 8.5" x 11" - by staff (limit 50)	\$0.25
	Copier Duplication - By Patron (Paper to PDF)	\$0.10
	Copier Duplication - By Staff (Paper to PDF)	\$0.25
MICROFILM/MICROFICHE		
	Copies from Microfilm/Microfiche - Digital - by patron	\$0.15
	Copies from Microfilm/Microfiche - Digital - by staff (limit 25)	\$1.00
	Copies from Microfilm/Microfiche - Paper - by patron	\$0.25
	Copies from Microfilm/Microfiche - Paper - by staff (limit 25)	\$1.00
VIDEO		
	Video Recording (this price excludes cost of medium)	\$20.00
CUSTOM REPRODUCTION REQUESTS		
REPRODUCTIONS		
	Maps, Color Photos, Posters & Oversize - Cost +40%	Cost + 40%
FAX CHARGES		
FAX		
	International fax fee (plus copy charge)	\$5.00
	Local fax fee (plus copy charge)	\$1.00
	Long Distance fax fee (plus copy charge)	\$2.00
GENERAL		
GENERAL		
	Micro-fiche production fee per image	\$0.035
	Work Setup Fee (WSF)	\$25.00
OTHER FEES		
	Data Base Download (Work Set Up Fee plus \$0.10 per Record)	\$0.10

What are the costs associated with each service?

IMAGE USE CHARGES		
BROADCAST, THEATRICAL PRESENTATIONS, WEB SITES		
	Commercial - Local	\$75.00
	Commercial - National	\$100.00
	Non-profit/Educational/Museum (at cost)	\$0.00
PUBLICATIONS, BOOKS, PAMPHLETS, JOURNALS, CD, VIDEO		
	Commercial - 10,000 - 50,000	\$35.00
	Commercial - 50,000 +	\$75.00
	Commercial - less than 10,000	\$10.00
	Non-profit/Educational/Museum (at cost)	\$0.00
PUBLISHED POSTERS, CALENDARS, POST CARDS, BROCHURES		
	Commercial - 1,000 - 5,000	\$50.00
	Commercial - 5,000 +	\$75.00
	Commercial - less than 1,000	\$25.00
	Non-profit/Educational/Museum (at cost)	Cost
ADVERTISEMENTS		
	Catalogs	\$75.00
	Genealogy/Family History	Cost
	Local Newspaper/magazine	\$75.00
	National newspaper/magazine	\$100.00
	Non-profit/Educational/Museum (at cost)	Cost
DISPLAY		
	Commercial - Local/National	\$10.00
	Non-profit/Educational/Museum (at cost)	Cost
FILM/VIDEO (MOVING IMAGE OR SOUND RECORDING)		
	Commercial - 5 to 10 minutes	\$50.00
	Commercial - less than 5 minutes	\$25.00
	Commercial - Shown in entirety	\$75.00
	Genealogy/Family History`	Cost
	Non-profit/Educational/Museum (at cost)	Cost
OTHER		
	Local News Media (at cost)	Cost
	Novelties	\$10.00
	Resale	\$10.00

What are the costs associated with each service?

MAILING CHARGES		
INTERNATIONAL		
	1-10 Pages	\$5.00
	CD/DVD/USB	\$6.00
	each additional reel	\$2.00
	for each additional 10 pages	\$1.00
	Microfilm 1-2 reels	\$6.00
	Photo 11 x 14	\$8.00
	Photo 8 x 10	\$6.00
USA		
	1-10 Pages	\$3.00
	add postage for each 10 pages	\$1.00
	CD/DVD/USB	\$4.00
	each additional reel	\$1.00
	Microfilm 1-2 reels Lab Processing	\$4.00
	Photo 11 x 14	\$6.00
	Photo 8 x 10	\$4.00
	Video	\$5.00
OTHER FEES		
OTHER FEES		
	Archivist handling fee as provided by GRAMA 63G-2-203(2)	\$28.00
	Microfilm security storage per reel - Cost	Cost
	Special request pricing - Cost	Cost
PHOTO REPRODUCTIONS		
FIBER BASE SEPIA TONE PRINTS		
	11 x 14	\$40.00
	16 x 20	\$60.00
	20 x 24	\$70.00
	4 x 5	\$12.00
	5 x 7	\$16.00
	8 x 10	\$25.00
GLOSSY OR MATTE B/W PRINTS		
	11 x 14	\$25.00
	16 x 20	\$35.00

What are the costs associated with each service?

	20 x 24	\$55.00
	4 x 5	\$7.00
	5 x 7	\$10.00
	8 x 10	\$15.00
PHOTOS		
	10 image max on 600 dpi or greater	Cost
	20 image max on 300-500 dpi scans	Cost
	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
RECORDS		
GENERAL		
	16mm diazo microfilm duplication - per reel	\$12.00
	16mm master film	\$12.00
	16mm silver print duplication - per reel	\$20.00
	35mm diazo microfilm duplication - per reel	\$14.00
	35mm master film	\$20.00
	35mm silver print duplication - per reel	\$22.00
	Books filmed (cost per page)	\$0.15
	Certified copy of a document	\$4.00
	Electronic images to microfilm	\$40.00
	Frames filmed - custom work	\$0.08
	Frames filmed - standard filming	\$0.05
	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
	Newspaper filming per page	\$0.30
	Microfilm to CD/DVD/USB, per reel	\$40.00
	Photocopy made by requester	\$0.10
SUPPLIES		
SUPPLIES		
	CD (per disk)	\$2.50
	DVD (per disk)	\$4.00

What are the costs associated with each service?

	Film cartridge	\$3.50
	Pencil	\$0.25
	USB Flash Drive (per GB)	\$5.00
SURPLUS PHOTO CHARGES		
PHOTOS		
	4 x 5	\$1.00
	5 x 7	\$2.50
	8 x 10	\$4.00
	Slides	\$1.50