



Division of Archives and Records Service

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

Service Plan

Fiscal Year 2016

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 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 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 regularly Offer online training and solutions for records management issues	Provide training on records management, including specialized and in-depth training Develop online training and social media information in a manner responsive to customer needs Provide online certification and training.	Number of trainings sessions and participants Number of visits to records management tools Number of certifications of record officers and managers

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	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
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 certification and training
	Administer and maintain GRAMA request portal	Assist requesters and responders in GRAMA process through portal	Provide public and government employee support	

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3. Records services	Records Center			
	Provide storage services	Create efficient procedures for the storage of government records Provide forms and instructions on the division's website Provide agencies information on utilizing the State Records Center's storage services	Accession records according to professional procedures and standard with required descriptive information to maintain intellectual control Assist and/or refer agencies within accepted time frames Maintain record storage security	Number of accessions Number of re-files 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 Provide agencies information on utilizing the State Records Center's access and retrieval services	Assist and/or refer agencies within accepted time frames	Number of retrieval/pulls Number of unsuccessful retrieval/pulls
	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		
		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 Appraise records and accept custody according to standards and State Records Committee approved retention schedules Digitize historical records from paper and microfilm formats

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	Provide patron services	<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 (<i>see last page for costs</i>)</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</p>
			Maintain Digital Archives	Number of digital assets accessed by public
	Provide outreach	Offer training and 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	<p>Provide conservation treatment</p> <p>Build and maintain 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 to electronic records according to published professional archives standards and best practices</p>	<p>Number of hours spent performing bench work preservation</p> <p>Number of metadata standards and revisions assimilated into system and workflow</p> <p>Volume of data preserved</p>
5. Preservation	Microphotography Imaging Center			
	Preserve historical and administrative records	<p>Reformat records through the use of the digitization, digital-to-microfilm/fiche converter, microfilming, and the operation of the microphotography imaging center</p> <p>Microfilm long-term records (<i>see last page for costs</i>)</p>	Maintain excellence of quality of all reformatted records, adhere to regional and national professional standards	<p>Number of records reformatted to quality standards</p> <p>Number of different series affected during the fiscal year, e.g., track rolls, cubic feet, frames, and number of series microfilmed</p>

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	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, 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			
	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
	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	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

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	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

Fees	
Archives Administration	
Data Base Download (plus Work Setup Fee)	\$ 0.10
Preservation Services	
Work Setup Fee (WSF)	\$ 25.00
Microfiche production fee per image plus (WSF)	\$ 0.45
Photocopy made by patron	\$ 0.05
Newspaper filming per page plus (WSF)	\$ 0.30
Digital Copies of Electronic Rolls of Microfilm (plus medium cost)	\$ 10.00
16mm master film	\$ 13.00
16mm diazo duplicate copy	\$ 12.00
16mm silver duplicate copy	\$ 30.00
35mm master film	\$ 35.00
35mm diazo duplicate copy	\$ 14.00
35mm silver duplicate copy	\$ 24.00
Frames filmed (Standard)	\$ 0.05
Frames filmed (Custom)	\$ 0.08
Books filmed (Per Page)	\$ 0.15
Electronic image to microfilm (per reel)	\$ 45.00
Microfilm to CD/DVD/USB	\$ 40.00
Microfilm Lab Processing Setup Fee	\$ 5.00
Microfilm to digital PDF conversion	\$ 5.00
Patron Services	
Copy - Paper to PDF (copier use by patron)	\$ 0.10
Copy - Paper to PDF (copier use by staff)	\$ 0.25
Certified Copy of a Document	\$ 4.00
Display	
Non-Commercial (Education, Museum, Cultural Institution)	At Cost
Commercial (Local, National)	\$ 10.00
Film/Video (Moving Image or Sound Recording)	
Non-Commercial (Education, Museum, Cultural Institution)	At Cost

Commercial (Less than 5 minutes)	\$	25.00
Commercial (5 to 10 minutes)	\$	50.00
Commercial (Shown in entirety)	\$	75.00
Broadcast Theatrical Presentations and Websites		
Non-Commercial (Education, Museum, Cultural Institution)		At Cost
Commercial (Local/Internet)	\$	75.00
Commercial (National/Internet)	\$	100.00
Advertisements		
Commercial (Catalogs)	\$	75.00
Commercial (Local Newspapers and Magazines)	\$	75.00
Commercial (National Newspapers and Magazines)	\$	100.00
Publications, Books, Pamphlets, Journals, CD and Video		
Non-Commercial (Education, Museum, Cultural Institution)		At Cost
Commercial (less than 10,000)	\$	10.00
Commercial (10,000 to 49,999)	\$	35.00
Commercial (50,000+)	\$	75.00
Published Posters, Calendars, Post Cards, Brochures		
Non-Commercial (Education, Museum, Cultural Institution)		At Cost
Commercial (less than 1,000)	\$	25.00
Commercial (1,000 to 4,999)	\$	50.00
Commercial (5,000+)	\$	75.00
Other		
Local News Media (at cost)		At Cost
Other - Novelties	\$	10.00
Other - Resale	\$	10.00
Photo Reproductions		
Digital Imaging 300 dpi or higher	\$	10.00
Within the USA		
Mailing & Fax in USA - 1 to 10 Pages	\$	3.00
Mailing & Fax in USA - Add Postage for each 10 pages	\$	1.00
Mailing & Fax in USA - Microfilm 1 to 2 Reels	\$	4.00
Mailing & Fax in USA - Each additional Microfilm Reel	\$	1.00

Mailing & Fax in USA - Photo 8x10	\$	4.00
Mailing & Fax in USA - Video	\$	5.00
Mailing & Fax in USA - CD/DVD/USB	\$	4.00
International		
Mailing & Fax International - 1 - 10 pages	\$	5.00
Mailing & Fax International - Each additional 10 pages	\$	1.00
Mailing & Fax International - Microfilm 1 - 2 Reels	\$	6.00
Mailing & Fax International - Each additional Microfilm Reel	\$	2.00
Mailing & Fax International - CD/DVD/ USB	\$	6.00
Mailing & Fax - International Fax Fee (plus copy charge)	\$	5.00
Mailing & Fax in USA - Local Fax (plus copy charge)	\$	1.00
Mailing & Fax in USA - Long Distance Fax (plus copy charge)	\$	2.00
Copy Charges - Audio Recordings (Price excludes cost of medium)	\$	10.00
Copy Charges - 11 x 14 and 11 x 17 by staff, limit 50	\$	0.50
Copy Charges - 11 x 14 and 11 x 17 by patron	\$	0.25
Copy - 8.5 x 11 by staff, limit 50	\$	0.25
Copy - 8.5 x 11 by patron	\$	0.10
Microfilm/Microfiche		
Copy Microfilm - Paper by staff, limit 25	\$	1.00
Copy - Digital by patron	\$	0.15
Copy - Digital by staff, limit 25	\$	1.00
Copy Microfilm - Paper by patron	\$	0.25
Video		
Copy Video - Video Recording (excludes cost of medium)	\$	20.00
Other		
Microfilm Security Storage (per reel)		At Cost
Archivist Handling fee (per hr.)	\$	28.00
Special Request (at cost)		At Cost
Supplies		
Supplies - Pencil	\$	0.25
Supplies - USB Flash Drive (per GB)	\$	5.00
Supplies - CD	\$	2.50

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Supplies - DVD	\$	4.00
Film cartridge	\$	3.50
Electronic File on-line	\$	2.50