Service Plan

Fiscal Year 2017

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	Provide training on records management, including specialized and in-depth training	Number of trainings sessions and participants
	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

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?
	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	

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	Accession records according to professional procedures and standard with required descriptive information to maintain intellectual control	Number of accessions
			Assist and/or refer agencies within accepted time frames	Number of re-files

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		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 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	Number of cubic feet accessioned and processed into permanent collection Number of finding-aids created Number of record series enhanced
			Digitize historical records from paper and microfilm formats	Number of digital assets created
	Administer and maintain open records portal	Provide for public records through the portal	Provide public and government employee support	
	Provide patron services	Assist patrons through reference room visits, email, correspondence, and telephone Conduct patron interviews, provide training, assistance, and answer research questions Provide copies of records in a variety of formats *(see last page for costs)*	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
			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

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	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\n\nBuild and maintain Electronic Archives	Basic preservation treatment according to professional procedures and standards\n\nIngest 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\n\nNumber 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\n\nMicrofilm long-term records *(see last page for costs)*	Maintain excellence of quality of all reformatted records, adhere to regional and national professional standards	Number of records reformatted to quality standards\n\nNumber 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\n\nTelephone, e-mail, on site conversations and training\n\nEducate 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\n\nMaintain accurate data and inventory for efficient retrieval of preserved records\n\nOversee over 76 cameras and scanners statewide\n\nAdhere to regional and national professional standards	Number of contacts\n\nNumber 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\n\nProvide public support	Provide public access to public meetings and hearing notices, agendas, public	Number of public visits\n\nNumber of consultations to public

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			handouts, and public materials, including recordings Respond to public inquiries within accepted timeframes	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
	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	
Data Base Download (plus Work Setup Fee) (per Record)	0.10
Preservation	
Work Setup Fee (WSF)	17.00
Microfiche production fee per image plus (WSF) (per image)	0.045
Newspaper filming per page plus (WSF) (per image)	0.30
16mm master film	13.00
Digital Copies of Electronic Rolls of Microfilm plus medium cost	10.00
35mm master film	35.00
16mm diazo duplicate copy	12.00
35mm diazo duplicate copy	14.00
16mm silver duplicate copy	30.00
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 (per reel)	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)	0.05
Digital Collection Setup Host fee	300.00
Local Commercial License	10.00
National Commercial License	50.00
Copy - Paper to PDF (copier use by staff)	0.25
Certified Copy of a Document	4.00
Photo Reproductions	
Digital Imaging 300 dpi or higher	10.00
Mailing and Fax Charges	
Mailing in USA - 1 to 10 Pages	3.00
Mailing in USA - Microfilm 1 to 2 Reels	4.00
Mailing in USA - Each additional Microfilm Reel	1.00
Mailing in USA - CD/DVD/USB	4.00
Mailing in USA - Add Postage for each 10 pages	1.00
Mailing International - 1 to 10 pages	5.00
Mailing International - Each additional 10 pages	1.00
Mailing International - Microfilm 1 to 2 Reels	6.00
Mailing International - Each additional Microfilm Reel	2.00

FEES	
Mailing International - CD/DVD/ USB	6.00
International Fax Fee (plus copy charge)	5.00
Plus copy charge	
Long Distance Fax (plus copy charge)	2.00
Plus copy charge	
Local Fax (plus copy charge)	1.00
Plus copy charge	
Copy Charges	
Copy Charges - Audio Recordings	10.00
Price excludes cost of medium	
Documents	
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 - Digital by staff, limit 25	1.00
Copy - Digital by patron	0.15
Copy Microfilm - Paper by staff, limit 25	1.00
Copy Microfilm - Paper by patron	0.25
Copy Video - Video Recording (excludes cost of medium)	20.00
Price excludes cost of medium	
Other	
Archivist Handling fee (per hr.) (per hour)	At Cost
Special Request	At Cost
Supplies - USB Flash Drive (per gigabyte)	5.00
Supplies - CD (per disk)	0.30
Supplies - DVD (per disk)	0.40
Electronic File on-line (per File)	2.50