



Division of Archives and Records Service

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Service Plan

Fiscal Year 2010

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	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 training as requested and in-house and regionally-based training regularly Offer online training and solutions for records management issues	Provide training on records management and access, including specialized and in-depth training Develop online training information in a manner responsive to customer needs	Number of trainings sessions and participants
Perform records inventories	Upon request through agency contact	Assist state and local governmental entities within approved time frames	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	<p>Consultation with state and local governmental entities</p> <p>Online forms and worksheets</p>	<p>Retention schedules are revised, reviewed, or produced providing thorough and complete descriptive information to maintain intellectual control</p> <p>Provide general schedules online</p> <p>Assist state and local governmental entities within approved time frames</p>	<p>Number of new retention schedules created</p> <p>Number of revised retention schedules</p>

2. Records services				
Records Center				
	Provide storage services	<p>Create efficient procedures for the storage of government records</p> <p>Provide service forms and instructions on the division's website</p> <p>Provide agencies information on utilizing the State Records Center's storage services</p>	<p>Assist and/or refer agencies within accepted time frames</p> <p>Accession records according to professional procedures and standard with required descriptive information to maintain intellectual control</p>	<p>Number of accessions</p> <p>Number of re-files</p>
	Provide access and retrieval services	<p>Create efficient procedures for the storage of government records</p> <p>Provide service forms and instructions on the division's website</p> <p>Provide agencies information on utilizing the State Records Center's storage services</p>	<p>Assist and/or refer agencies within accepted time frames</p>	<p>Number of retrieval/pulls</p> <p>Number of unsuccessful retrieval/pulls</p>
	Provide for the appropriate destruction of obsolete records	<p>Create efficient procedures for the proper destruction of records stored at the State Records Center</p> <p>Provide online tools for the appropriate disposal of records in agency custody</p>	<p>Properly destroy obsolete records (box container level that have met retention schedules) in State Records Center</p>	<p>Number of destructions</p> <p>Percentage of records destroyed, as per approved retention schedules</p>

3. Archives	a) Access			
	Provide enhanced access to historical records	Provide access to select historical records through digitization Develop finding-aids and subject guides Accession and process records	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 into permanent collection Number of finding-aids created Number of record series enhanced
	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 (<i>see last page for costs</i>)	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
	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			
	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 Provide for acquisition and custody of electronic records	Number of hours spent maintaining equipment and systems
	Preserve records of historical and enduring value	Provide conservation treatment	Basic preservation treatment according to professional procedures and standards Migrate and convert electronic records as needed, including associated metadata	Number of hours spent performing bench work preservation

4. Preservation	Microphotography Imaging Center
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	Preserve historical and administrative records	Reformat records through the use of the digitization, digital-to-microfilm 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 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 statewide Adhere to regional and national professional standards	Number of contacts Number of records reformatted and the series, e.g. number of rolls, DVD's and digital images/rolls

5. Open and Public Meetings	Utah Public Notices Website			
	Maintain Utah Public Notices website	Administer website	Provide open and public meetings website training	Number of training consultations
	Maintain Utah Public Notices website	Administer website	Provide public access to public meetings and hearing notices	Number of visits by public Number of consultations to public

6. 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 series retention schedules approved by State Records Committee within approved time frames Number of Hearings Number of orders issued

7. 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 Train regional repositories and other institutions that house historical records	Maintain regional repository and consortium online directory Utilize approved training materials Provide online tools of basic archives management	Number of trainings conducted 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 Costs Structure
Costs of services at the State Archives are varied, often depending upon the use and purpose of the service.
GRAMA Fees
<p>According to GRAMA, "every person has the right to inspect a public record free of charge, and the right to take a copy of a public record" (UCA 63G-2-201(1). These costs are subject to fee conditions set by GRAMA (63G-2-203 and 63G-2-204). The fee structure for GRAMA fees and public inspection copies for the State Archives as approved by the legislature are as follows:</p> <p>Photocopy made by state employee for public, per page .50 Certified copy of a document, per certification 2.00 Fax request (long distance within US) per number 2.00 Fax request (long distance outside US) per fax number 5.00 Mail request (address within US) per address 2.00 Mail request (address outside US) per address 5.00 Research or services fee: as provided by 63G-2-203(2) Extended research or service fee: as provided by 63G-2-203(2) Photocopy made by requestor, per page .10 Microform copy, per fiche .50 Microfilm copy, per 35mm film prints (silver) 20.00 Microfilm copy, per 16mm film print (silver) 18.00 Microform copy, per 16mm film print (thin) 10.00 Microform copy, per 35mm film print (diaz) 10.00 Microform copy, per 16mm film print (diaz) 9.00 Microfilm to CD/DVD, per reel 15.00 Paper copies from microform, made by staff 1.00 Paper copies from microform, made by requestor .25 Electronic Documents, per diskette .60 Electronic Documents, per DVD 4.00 Electronic documents, per CD 2.00 Laser printer output, per page by staff .50 Laser printer output, per page by requestor .10</p>
Copy and Film Costs
Rates for making and mailing copies of materials accessed through the Research Center for research and other uses cover the cost of providing them. In many instances they mimic the GRAMA fees. However, since they provide extended and added service, some costs vary.

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:		
Made by patron	\$0.10 per page	
Made by staff	\$0.50 per page (limit 50 pages per request)	
Microfilm/microfiche:		
Made by patron	\$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.		
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
11-20 pages	\$3.00	\$6.00
21-40 pages	\$4.00	\$7.00
over 40 pages	\$5.00	\$8.00
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)	\$9.00	
35 mm prints (diaz)	\$10.00	
16 mm prints (thin)	\$10.00	
16 mm prints (silver)	\$20.00	
35 mm prints (silver)	\$25.00	

Delivery (Mail)		
1-2 reels		\$4.00
each additional reel per shipment		\$1.00
Image Reproductions and Use Fees		
<p>The research center offers photographic reproduction services for the convenience of patrons. Prices for reproductions vary according to the size, medium, etc. and are set to cover the cost of photographic reproduction services. Image reproduction is available in electronic formats.</p>		
<p>PHOTOGRAPHIC PRINTS Please allow approximately two weeks for completion.</p>		
Print Size	RC Paper (glossy or matte)	Fiber Base Paper (glossy or matte)
4 x 5	\$ 5.00	\$ 8.00
5 x 7	\$ 10.00	\$ 14.00
8 x 10	\$ 15.00	\$ 20.00
11 x 14	\$ 20.00	\$ 30.00
16 x 20	\$ 30.00	\$ 45.00
20 x 24	\$ 50.00	\$ 60.00
 SEPIA TONING (Fiber Base Prints Only)		
8 x 10 or smaller		\$ 1.00 per print
11 x 14 or larger		\$ 4.00 per print
 LASER / COLOR PHOTOCOPIES		
8 ½ x 11		\$ 3.00
11 x 17		\$ 4.50
 DIGITAL IMAGES (TIF or JPEG file on CD)		
500 dpi or less		\$ 7.00
600 dpi or greater		\$ 8.00
PHOTOS TAKEN W/ OWN CAMERA (By special permission)		\$.50
 MAILING		
Standard 8 x 10 or smaller		\$ 4.00
Standard 11 x 14 or larger		\$ 6.00
Special Large Orders		Based on individual order
 RUSH ORDERS		
Prints / Slides (4 slides minimum)	5 Working Day Rush	\$ 2.00 per print / slide
	2 Working Day Rush	75% of cost of print/slide
Laser Copies / Scanned Images	2 Working Day Rush	\$ 2.00 per copy / scan

Use Charges	
Intended Use	Charge per item
Published Posters, Calendars, Post Cards, Brochures	
Promotional (non-profit cultural institutions only)	N/C
Commercial	
Less than 1000	\$ 25.00
1000 - 5000	\$ 50.00
5000+	\$ 75.00
Publications (Books, Pamphlets, Periodicals/Journals, CD-ROM, Videos)	
Non-Commercial	
Genealogy / Family History	N/C
Educational	N/C
Commercial / Academic/Other	
Less than 10,000	\$ 10.00
10,000 - 49,999	\$ 25.00
50,000+	\$ 40.00
Advertisements	
Local newspapers/magazines, etc.	\$ 75.00
National newspapers/magazines, etc.	\$ 100.00
Catalogs	\$ 75.00
Broadcast, Theatrical Presentation, Web Sites	
Non Commercial/ Educational	N/C
Commercial	
Local / Intranet	\$ 75.00
National / Internet	\$ 100.00
Film/Video (Moving Image or Sound Recording)	N/C
Non-Commercial	
Commercial	\$ 25.00
Less than 5 minutes	\$ 50.00
5-10 minutes	price to be negotiated
Shown in entirety	
Display	
Museum / Educational	N/C
Commercial	\$ 10.00
Resale	\$ 10.00
News Media	N/C
Novelties/Full Documents	price to be negotiated

Fee Title	Regulatory Fee (Y/N)	FY 2009 Current Rate	FY 2010 Proposed Rate	FY 2010 Est. # of Units	FY 2010 Est. Total Revenue
16mm master film	N	\$7.00	\$7.00	300	\$2,100
35mm master film	N	12.00	12.00	50	\$600
16mm diazo duplicate copy	N	9.00	9.00	600	\$5,400
35mm diazo duplicate copy	N	10.00	10.00	250	\$2,500
16mm diazo thin duplicate copy	N	10.00			
16mm silver duplicate copy	N	18.00	18.00	50	\$900
35mm silver duplicate copy	N	20.00	20.00	5	\$100
Microform copy, per fiche	N	0.50			
film cartridge	N	3.50	3.50	5	\$18
rolls processed	N	3.00			
frames filmed (BCI)	N	0.05	0.05	140,000	\$7,000
frames filmed	N	0.08	0.08	2,000	\$160
Books filmed	N	0.15			
Electronic image to microfilm	N		40.00	25	\$1,000
Paper copies from microfilm by staff	N	1.00	1.00	100	\$100
Laser printer output by requester	N	0.10	0.10	1,500	\$150
Laser printer output by staff	N	0.50	0.50	50	\$25
Microfilm to CD/DVD, per reel	N	15.00	15.00	10	\$150
Electronic document, per diskette	N	0.60			
Electronic document, per CD	N	2.00	2.00	25	\$50
Electronic document, per DVD	N	4.00	4.00	25	\$100
Audio recording to CD	N	6.00	6.00	50	\$300