



Communities Department

Service Business Plan

**Service Area: ARCHIVES,
RECORDS MANAGEMENT & LOCAL STUDIES**

For the Period 1st April 2010 to 31st March 2011

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Service Area: Archives, Records Management and Local Studies

Service Business Plan 2010-2011

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1 Description of Service

1.1 Services

Nottinghamshire Archives

Provides archive services for Nottinghamshire County Council and the City of Nottingham:

- Acquisition of written and visual archives relating to Nottinghamshire and the City of Nottingham covering the past ten centuries
- Secure and environmentally-controlled storage facilities for the preservation of historical archives
- Facilities for the physical conservation of archives
- Cataloguing and indexing to facilitate public access
- Public search room for consultation and research into archives for a variety of administrative, learning and recreational purposes
- Learning and outreach services to promote the use of archives through exhibitions, talks, publications and similar activities

Records Management Service

Provides a corporate records management service for Nottinghamshire County Council:

- Secure storage facilities for semi-current records
- Automated lists, remotely accessible
- A retrieval/delivery service to NCC departments
- Retention schedules
- Facilities for destroying records or transferring them to Archives

Local Studies

Provides local studies services through the County Public Library Service:

- The memory bank of the local community
- Acquisition of local studies books and other materials
- Provision of public access
- Promotion of local history

1.2 Location of Facilities

Nottinghamshire Archives,

County House, Castle Meadow Road, Nottingham NG2 1AG.

Records Management Service

Records Centre, Unit 6, Glaisdale Business Park, Glaisdale Parkway, Bilborough, Nottingham NG8 4GP.

Records Centre, Sherwood Energy Village, Ollerton

Local Studies

County Library Service

1.3 Number of Users

Nottinghamshire Archives

| | |
|----------------------------|---------|
| Visitors | 12,217 |
| Postal and email enquirers | 2,446 |
| Virtual users | 309,844 |

Records Management Service

| | |
|-----------------|-------|
| Record requests | 4,447 |
|-----------------|-------|

1.4 Number of Staff:

26 (23.6 FTE)
(Archives and Records Management)
7 (5 FTE) (Local Studies)

1.5 Overall Budgets:

£800K
(Archives and Records Management)

1.6 Unit Cost

It costs the residents of the county and the city only 85p per person per annum to run Nottinghamshire Archives.
(CIPFA Statistics 2009)

2 Local Context

2.1 Legislation

- Local Government (Records) Act, 1962, the Local Government Act, 1972 and the Nottinghamshire (City of Nottingham) Structural Change Order, 1996. Formal recognition of Nottinghamshire County Council and Nottingham City Council as Archive Authorities, together with agreement for Nottinghamshire Archives to serve both authorities under a Joint Agreement.
- Public Records Acts, 1958 and 1967. Formal recognition by the Lord Chancellor (through The National Archives) of Nottinghamshire Archives as a suitable repository for housing local Public Records.
- Parochial Registers and Records Measure, 1978, as amended by the Church of England (Miscellaneous Provisions) Measure, 1992. Formal appointment of Nottinghamshire Archives as Southwell & Nottingham Diocesan Record Office.

2.2 Standards and Comparators

- British Standard *Recommendations for the Storage and Exhibition of Archival Documents* (BS 5454), 2000, lays down physical standards of building design, etc. Nottinghamshire Archives is now compliant.
- The National Archives, *Standard for Record Repositories, 2004* lays down standards on constitution and finance, staff, acquisition, and access. A previous edition of this standard was formally adopted by the Nottinghamshire Leisure Services Committee on 10 January 1991.
- The National Archives has approved Nottinghamshire Archives as a Place of Deposit for Public Records and in the 2008 Self-assessment of local authority archive services Nottinghamshire Archives achieved a 4* rating placing it in the top 10%.
- *Lord Chancellor's Code of Practice on the Management of Records under Section 46 of the Freedom of Information Act 2000*. This provides guidance to all local authorities as to the practice which it would be desirable for them to follow in implementing the Freedom of Information Act 2000.
- Chartered Institute of Public Finance and Accountancy (CIPFA) issues Archives Services Statistics annually for local authority archives services. These cover staff, archive holdings, use of resources, and financial information. The standing of a particular service in the 'league tables' can give a broad picture of its performance and value for money. However local circumstances in different counties render it difficult to directly compare like with like and the figures must be used with caution. However in 2009 Nottinghamshire Archives was 28th out of 41 English Non Metropolitan Areas in net expenditure per 1000 population, 14th out of 45 in total staff numbers and 20th out of 45 for reader spaces. Yet Nottinghamshire Archives was 13th out of 45 for the number of readers (and some of these include more than one service point and local studies) and 8th out of 45 in total opening hours per week.
- Museums, Libraries and Archives Council, *Benchmarks in Collections Care*. Nottinghamshire Archives is working towards achieving Best Practice under this standard.
- Charter Mark. The Archives Service, along with other sections of the Libraries, Archives and Information Division, was awarded the Charter Mark 'for excellence in

public service' in December 2000. This was re-awarded in October 2004 and confirmed in 2008.

- Public Service Quality Group, *Standard for Access to Archives*. Nottinghamshire Archives is compliant with this standard. The Survey of Visitors to British Archives enable further comparisons and in the most recent survey of 2009 Nottinghamshire Archives was above average in 6 out of 13 categories regionally and 9 out of 13 nationally
- *Archives Service Customer Charter*. This charter, adopted in October 2000 was revised in July 2004 and January 2006.

2.3 Impact of National Agendas

- *Archives for the 21st Century*, the government policy for publicly funded archives was published in November 2009. It sets out the strategic vision for the archives sector. The National Archives (TNA) and Museums, Libraries and Archives Council (MLA) has developed an Action Plan to carry forward the recommendations of the policy:
 - Bigger and better services in partnership
 - Strengthened leadership and a responsive skilled workforce
 - Co-ordinated response to the challenge of managing digital information
 - Comprehensive online access to catalogues and digitised content
 - Participation in cultural and learning partnerships

A model for publicly funded archive services, which Nottinghamshire Archives is broadly compliant with, has also been published

- The Museums, Libraries and Archives Council (MLA), encourages working in partnership with museums and libraries. MLA has also introduced a Designation Scheme for collections of national and international importance and will be seeking to introduce an accreditation scheme for archives
- The National Council on Archives, *Giving Value* establishes the funding priorities for UK archives 2005-2010.
- The archives sector will be strengthened following the proposed merger of the Society of Archivists, National Council on Archives and the Association of Chief Archivists in Local Government and the creation of the Archives and Records Association
- The East Midland Regional Archives Council (EMRAC) places an increasing emphasis on regional co-operation amongst archive offices. *East Midlands Archives: A Regional Vision, 2005-2008* provided a regional archive strategy and response to government agendas. However the abolition of MLA East Midlands in March 2009 has presented a new challenge for archives. Joint projects such as the Ancestral and Literary Tourism have continued
- The Data Protection Act, 1998 and Freedom of Information Act, 2000 impose requirements for archives and records management.

2.4 Socio-Economic, Environmental, and Cultural Trends

- Growing impact of IT, especially Internet / E-mail access, and raised public expectations of remote access to digitised finding aids and images.
- Changing technology and standards and the need to keep pace with these.
- Need to address the issues raised by the preservation of born digital records.
- Continuing growth of interest in family history research, with growth in enquiries from across the world.

- Ageing / more active retired population seeking stimulus from family and local history, etc.
- Influence of TV / media encouraging interest in family history and house history.
- Increasing demand from TV / media for (usually instant!) access to specific archive sources.
- Continuing demand for access to original sources to support educational projects at school and university level.
- Growing expectation for more flexible opening hours, e.g. evenings, weekends.
- National trend in declining personal visits but increase in internet use of archives.
- Lack of cultural diversity in both work force and users.
- Increasing pressure on public finances

2.5 Local priorities

- Customer focussed services recognised by the award of Charter mark
- Provision of archive service to the City of Nottingham under a joint agreement
- The desire to keep abreast of improved technology and standards saw the launch of electronic archive catalogues on the internet during 2008. There is now a need to retro-convert the legacy of 40 years of paper catalogues
- Accommodation problems: at present rate of acquisition the strong rooms will be full in 2 years. Space for public consultation of original archives is limited. Unless plans are put in place for additional accommodation, services will have to be curtailed
- The acquisition of a second Record Centre for the Records Management Service will enable the service to become more proactive within the authority
- Need to broaden user base which in the 2009 PSQG survey was 77% aged over 55, 99% white and 80% family historians
- Closer working with the public library service
- Maintaining an effective balance between access and preservation
- Below average expenditure

3 Contribution to strategic objectives

3.1 Nottinghamshire County Council Strategic Plan- 2010 - 2014

We contribute to the following priority outcomes of the County Council:

Fostering aspiration, independence and personal responsibility

- Worked with other agencies to ensure information, advice and access to services is as easy as possible
 - We work with numerous external agencies to provide information, advice and access to services eg Adoption services, Primary Care Trusts, Museums
- The amount of people who regularly volunteer is as high as elsewhere
 - We will extend our use of volunteers
- Enabled local people to make more decisions about their lives and where they live. We will set out the County Council's role as an enabler and adviser in many instances
 - We provide access to records and information to enable local people to be independent eg maps, photographs and council information
- Increased opportunities to take part in sporting, leisure and cultural activities
 - We provide extensive access to cultural activities

Promoting the economic prosperity of Nottinghamshire and safeguard our environment

- Sought out opportunities to enhance Nottinghamshire as a tourism destination and increased the number of visitors to the county
 - We will participate in an East Midlands Ancestral and Literary Tourism project and lead the creation of a Nottinghamshire network
 - We will participate in Robin Hood promotional events
- Ensured our environment and historic assets are well managed and our countryside is protected
 - We will manage the county's archival assets to national and international standards and make adequate provision for their preservation for the future

Making Nottinghamshire a safer place to live

- One safeguarding plan for the authority to improve both our arrangements and outcomes in protecting vulnerable children and adults in their communities
 - The Records Management Service will manage the records of vulnerable children and adults

Securing good quality, affordable services

- Services organised around the customer
 - As part of the Libraries, Archives and Information service we will apply for the Customer Service Excellence award
- Higher satisfaction ratings amongst our customers with the services they have received from Nottinghamshire County Council
 - We will seek to meet or exceed our charter standards and improve our ratings in the Survey of Visitors to British Archives

- Quality assures and benchmarked our services against the best and learnt from them to improve our own services
 - We will seek to maintain our 4* rating in TNA Self Assessment
- Undertaken value for money service reviews
 - We will undertake a service review

To be financially robust and sustainable

- Taken every suitable opportunity for external funding and sharing resources with our partners
 - We seek external funding where possible to fulfil our aims and objectives
- Extracted maximum value for money from all our assets including buildings and land and from our use of energy and fuel
 - Provision of records management services allows more efficient use to be made from office accommodation across the authority
- Business process and systems that are good and that maximise the use of new technology
 - Provision of new Archives and RMS management software has enabled us to maximise the use of new technology
 - Expansion of web services
- Improved the speed of our decision making
 - Improved information management by the RMS will speed up decision making

3.2 Nottinghamshire Sustainable Community Strategy 2010-20

The Community Strategy has been developed by the Nottinghamshire Partnership which includes all the county's local authorities, and all the major organisations representing health, community safety, businesses and the voluntary sector. There are six themes and we can contribute to the following:

B. A place where Nottinghamshire's children achieve their full potential

- We are planning to invest more resources in activities for teenagers, and particularly target those areas of the county where there is less provision
 - Our Learning and Outreach Policy and Audience Development Plan includes objectives for increasing involvement of young people in Archives

E. A more prosperous Nottinghamshire

- We recognise the importance of tourism and the role that history, heritage and culture play in promoting a positive image of the county. We will review the tourism strategy, with a focus on increasing sustainable tourism, enhancing visitor facilities, and supporting the development of major sporting and cultural events in both the city and the county.
 - We will be participating in a regional Ancestral and Literary Tourism project
- We will expand Adult Apprenticeships and Skills for Life provision.
 - Nottinghamshire Archives will be hosting Skills for the Future placements
- We will reduce the effects of the recession through the Response to Redundancy and the Six Month Offer programmes (8,000 places in 2009/10), and Future Jobs Fund Programme (over 900 jobs to be created for young people).

- Archives and Local Studies will be hosting Future Jobs Fund placements
- We aim to increase investment in Nottinghamshire by developing and promoting the county's assets, including the business, sports, tourism and cultural offers.
 - We will continue to promote Archives and Local Studies as a cultural asset for the county

F. Making Nottinghamshire's communities stronger

- We will promote the Robin Hood legend alongside the wider heritage offer and the range of cultural opportunities in the county.
 - We will participate in the Robin Hood programme in 2010
- We will encourage access and information, adult and community learning, and informal learning through libraries and other routes.
 - We will continue to promote access to information and informal learning through the use of archives and local studies resources

3.3 Nottinghamshire Local Area Agreement 2008-11

We contribute to the following priorities:

1 Promote viable economy

- Overall employment rate (working age)
 - Future Jobs Fund placements

2 Improve educational attainment and skill levels

- Learning and Outreach Policy
- Participation in learning projects

3 Improve Community Cohesion and Participation

- Cultural Enrichment indicator
 - Improving quality of cultural infrastructure
 - Improving access and participation
 - Value, perception and satisfaction
 - Impact in relation to health and wellbeing; children and young people; and safer and stronger communities.

4 Performance, 2009-2010

4.1 Key achievements

- 97.1% overall good and very good satisfaction rating in the Survey of Visitors to British Archives and very good rating increased in all 13 categories
- 60th anniversary of Nottinghamshire Archives celebrated
- 186 new collections acquired
- Archives of TC Howitt, Nottingham, Architect purchased with grant funding
- Archives of SCAPE Systems Build Ltd (formerly CLASP) acquired
- Cataloguing of Tallents correspondence completed
- Southwell Minster archives cataloguing project commenced and on target
- 10,923 entries added to the online catalogue and links made to the National Register of Archives
- Archdeaconry of Nottingham wills database created
- 1100 OS maps sorted and hung
- Stocktaking of DD numericals completed
- Search room Library reorganised
- Archive Service Customer charter standards broadly met or exceeded
- Virtual visits up by 20%
- 38 additional pages added to website
- Made regional hub for free access to the 1911 census and Documents on line
- Young Persons competition held
- More varied Outreach programme including participation in the Museum at Night events and holding two Family Fun afternoons
- Gladstone bi centenary commemorated
- Exhibitions and events held with Southwell workhouse
- Victoria County History for Nottinghamshire re-established
- Fire protection upgraded including installation of VESDA in strong rooms
- Wi Fi installed
- Environmental Action Plan produced
- 5948 boxes taken in and 15 new teams using the Records Management Service resulting in a 76% increase in file requests
- Funding and approval obtained to replace RMS software
- Local Studies Policy produced
- 3 Local history publications published and two further publications and a reproduction map in production
- Your Library Your Heritage local studies project completed in 6 libraries
- 70 Local Studies events held

4.2 Re-prioritised and re-phased targets

Some targets have been re-phased to 2010-11 due to long term sickness absences

4.3 Performance indicators

Performance is measured against the Archive Service Customer Charter standards and the following indicators (target in brackets):

| | 2009-10 | 2008-9 |
|---|---------------------------|-------------|
| Performance indicators | | |
| <ul style="list-style-type: none"> • Number of annual visits per 1000 population (12) | 11.8 | 11.9 |
| <ul style="list-style-type: none"> • Number of virtual visits to NCC and A2A archive web pages (240,000) | 309, 844 | 258,508 |
| <ul style="list-style-type: none"> • Overall customer satisfaction (good and very good) | 97.1% | Not avail |
| Charter standards | | |
| <ul style="list-style-type: none"> • Accession and acknowledge all new deposits and dispatch receipts within one week <ul style="list-style-type: none"> ➤ 1 week (100%) | 99% | 89% |
| <ul style="list-style-type: none"> • Produce 90% of ordered archives within 20 minutes of the published collection times, and 80% within 15 minutes. <ul style="list-style-type: none"> ➤ 20 mins (90 %) ➤ 15 mins (80 %) | 96% 93% | 97% 93% |
| <ul style="list-style-type: none"> • Respond to all enquiries received by letter, e-mail or fax within three working days and 80% within one day. <ul style="list-style-type: none"> ➤ 3 days (100 %) ➤ 1 day (80 %) | 100% 98% | 100% 98% |
| <ul style="list-style-type: none"> • Despatch photocopies within two working days, and 80% within one day. <ul style="list-style-type: none"> ➤ 2 days (100 %) ➤ 1 day (80 %) | 100% 99% | 100% 98% |
| <ul style="list-style-type: none"> • Despatch photographs within one week <ul style="list-style-type: none"> ➤ 1 week (100%) | 98% | 100% |

4.4 Review of Performance, 2009-10

COMMUNITIES REVIEW OF KEY PERFORMANCE RESULTS 2009/10

| | |
|------------------------|--|
| Service Area | Libraries, Archives and Information |
| Team/Unit | Archives, Records Management and Heritage |
| Name of Manager | Mark Dorrington |

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|--|---|---|--|---|
| 1 To improve national and local profile of Archive Service | 1.1 Achieve full TNA accreditation as place of deposit for public records | Feasibility study on the extension of Nottinghamshire Archives building to provide enhanced services and expanded storage space completed | Funding to be obtained and other options explored | Implementation 2010/11 |
| | 1.2 Implement TNA Self assessment Action plan | Action Plan partially completed | Retain 4* status in 2010 | Assessment to be completed Jun 2010 |
| | 1.3 Carry out PSQG survey and draw up action plan to redress any shortfalls | Achieved 97.1% overall satisfaction rating in 2009 survey and improvements in very good rating in all 13 categories | Action plan in place for improvements | Implementation 2010/11 |
| | 1.4 Submission of Designation application for Raleigh Cycle archives | Not achieved | Application to be completed | Transferred to 2010/11 |
| | 1.5 Develop Marketing and Communications Strategy | In progress | Strategy to be finalised Introduction of promotional products | Implementation 2010/11 |
| 2 Acquisitions: to provide a balanced and continuing record of all aspects of the life of local communities | 2.1 Acquisition of 168 new collections | Achieved 186 new collections received | None | |

4.4 Review of Performance, 2009-10

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|--|---|--|--|--|
| | 2.2 Continue implementation of Acquisitions strategy | Achieved 100 collections acquired which were at risk or in areas under represented | None | |
| 3 Collections management: to manage collections according to national standards and make them available for use | 3.1 Implement Collections Management and Cataloguing Action Plan | 53 additional collections catalogued 10,923 additional records available on line as a result of editing and new cataloguing | Ongoing work on some collections and projects | Transferred to 2010/11 |
| | 3.2 Commence implementation of Digital Preservation and Access policy action plan | Implementation of action plan commenced | Implementation of procedure for accessioning digital objects Procedure for consistent collection of appropriate metadata Creation of guidelines for depositors | Transferred to 2010/11 |
| | 3.3 Commence Southwell Minster Cataloguing project | Project on target Archivist appointed Data edited Draft catalogue completed | Completion of project | Implementation 2010/11 |
| 4 Preservation and Conservation: to preserve archives and local studies materials to national standards | 4.1 Implement Preservation and Conservation work programme | Achieved 973 books conserved 3,219 documents conserved 11,417 documents cleaned 20 Tithe maps conserved | None | |
| | 4.2 Continue implementation of Benchmarks in Collections Care Action Plan | 93.5% compliance against best practice | Further implementation of action plan | Continue implementation of Action plan 2010/11 |

4.4 Review of Performance, 2009-10

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|--|---|--|--|--|
| | 4.3 Commence implementation of NPO Preservation Assessment Survey Action Plan | Achieved All packaging and cleanliness assessed for uncatalogued pre 1995 accessions | Further implementation of action plan | Continue implementation of Action plan 2010/11 |
| | 4.4 Monitor environmental conditions in strong rooms and rectify any deviance | Achieved Compliance with BS5454 | None | |
| 5 Public services: to provide high quality public services and increase take up | 5.1 Implementation of Archive Service Customer Service Charter standards | Compliance with Archive Service Customer Service Charter standards <ul style="list-style-type: none"> • Accessioning • Enquiry response • Document production • Photocopying orders • Phototographic orders | One accession and one photographic order failed to meet the standard | |
| | 5.2 Increase visits to Archives search room | Not achieved 11.8 visits per 1000 pop | | |
| | 5.3 Increase virtual visits | Achieved Increased by 20% | None | |
| | 5.4 Compliance with revised Access to Archive standard | Full compliance | | |
| | 5.5 Continue to develop and promote Research Service | 275 research hours completed | Increase research hours to 300 | Implementation 2010/11 |
| | 5.6 Implement reprographics services review action plan | Achieved Improvement in PSQG rating | None | |
| | 5.7 Assist in assessment for Customer Service Excellence standard | Not achieved | Application to be completed | Transferred to 2010/11 |
| 6 To provide high quality | 6.1 Implement Learning | In progress | Further implementation of | Continue implementation |

4.4 Review of Performance, 2009-10

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|--|--|--|---------------------------------------|--|
| Learning and Outreach services | and Outreach Policy Action Plan | Young Persons competition held | action plan | of Action plan 2010/11 |
| | 6.2 Implement Programmes of events | Achieved 23 group visits 4 lunchtime talks 13 displays 5 Family History hours 10 Taster sessions 2 Workhouse displays and events 2 Family Fun afternoons Manorial Day Night Fever event Heritage Open Day 60 th anniversary events Gladstone exhibition | None | |
| | 6.3 Revise Audience Development Plan | Plan revised | None | |
| | 6.4 Implement website improvement plan | 38 additional pages 3 online exhibitions in progress | None | |
| | 6.5 Commence implementation of digitisation strategy action plan | Implementation of strategy commenced | Further implementation of action plan | Continue implementation of Action plan 2010/11 |
| 7 Records Management: to provide a corporate RM service | 7.1 Implementation of Ollerton Records Centre phase 2 | 5948 boxes of additional records managed 15 additional teams using RMS | None | |
| | 7.2 Develop a Records Management Service | Strategy drafted | Completion of strategy | Implementation 2010/11 |

4.4 Review of Performance, 2009-10

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|---|--|--|--|------------------------------------|
| | strategy | | | |
| | 7.3 Review RMS procedures and services in light of strategy | Not achieved | Action plan for development of service | Transferred to 2010/11 |
| | 7.4 Dispatch of records according to targets: 1. Glaisdale (next day) 2. Ollerton (as specified in Service Level Agreements) | Achieved 100% despatch according to agreed targets | None | |
| | 7.5 Annual reviews | Achieved Completion of review | None | |
| 8 Local Studies and Heritage: to promote and develop improved services | 8.1 Co-operate with Nottingham University and Derbyshire CC on the re-establishment of the VCH in Nottinghamshire | Achieved VCH re-established | Develop sustainability of project | Implementation 2010/11 |
| | 8.2 Provide advice and information for Nottinghamshire Heritage Plaque scheme | Not required | None | |
| | 8.3 Participation in regional Ancestral and Literary Tourism project | Achieved | County network to be set up | Implementation 2010/11 |
| | 8.4 Continue to raise the profile of the County Council with Museums and Community heritage organisations | Achieved Co-operation with Museum Development Officer's programme Research training course run | None | |
| | 8.5 Commence development of a County Local Studies policy and strategy | Achieved Policy and Strategy approved | None | |

4.4 Review of Performance, 2009-10

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|---|--|--|---|------------------------------------|
| | 8.6 Develop and commence implementation of local studies library collections management plans | Achieved | Continue implementation of plans | Implementation 2010/11 |
| | 8.7 Preserve and provide public access to historic images of Nottinghamshire | 1142 photographs added to Picture the Past website | None | |
| | 8.8 Promote Local History in the County through a publications programme | 3 local history publications produced | 2 further publications in final stages of production | Publish by June 2010 |
| | 8.9 Commence Website improvements | Not achieved | | Transferred to 2010/11 |
| | 8.10 Commence revision of Local Studies Catalogue plan | Not achieved | Production of Project plan and possible sources of funding identified | Transferred to 2010/11 |
| | 8.11 Implement Your Library Your Heritage project | Achieved Events held in 6 Libraries | None | |
| | 8.12 Promotion of Local studies collections through special events especially in relation to national promotions such as Love Libraries week, Family Learning week and Local History month | 70 special events held | None | |
| | 8.13 Contribute to Vital Impact projects in Libraries | Achieved | None | |
| 9 Administration: to provide administrative support to the Service | 9.1 Manage delegated budgets | Achieved | None | |

4.4 Review of Performance, 2009-10

| Key Performance Result KPR | Achievements | Evidence of Achievements | Areas for Improvement | Action for Improvement & Timescale |
|---------------------------------------|---|--------------------------------------|------------------------------------|---|
| | 9.2 Manage Premises | Achieved | None | |
| | 9.3 Manage Health and Safety of staff, visitors and premises | Achieved Risk Assessments revised | None | |
| | 9.4 Develop and commence implementation of an Environmental Action Plan | Achieved | None | |
| | 9.5 Finalise electronic filing system | Achieved | Retention schedule to be developed | Transferred to 2010/11 |

5 Objectives 2010-11

COMMUNITIES BUSINESS ACTION PLAN 2010/11: TARGETS

| | |
|------------------------------------|--|
| Service Area | Libraries, Archives and Information |
| Team, Unit or Establishment | Archives, Records Management and Heritage |
| Name of Manager | Mark Dorrington |

| Key Performance Indicator/Objective | Actions required to achieve the KPI/Objective | Risk implications if KPI /Objective is not achieved (in relation to actions) | Measures that indicate that KPI/Objectives have been achieved | Timescales (month to be completed by) | Reporting mechanism and frequency | Name of Lead Person |
|--|---|---|--|--|---|----------------------------|
| 1 To improve national and local profile of Archive Service and its sustainability | | | | | | MSD |
| | 1.1 Achieve full TNA accreditation as place of deposit for public records | Loss of authority to hold public records | Explore options and secure funding for increased storage | Mar 11 | AMT and LMT Quarterly | MSD |
| | 1.2 Implement TNA Self assessment Action plan | Loss of 4* status | Retain 4* status | Jun 10 | AMT and LMT Quarterly NAUG Annually | MSD |
| | 1.3 Carry out PSQG survey and draw up action plan to redress any shortfalls | Reductions in PSQG ratings | Improve ratings from 2009 survey | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly NAUG | CW |

5 Objectives 2010-11

| Key Performance Indicator/Objective | Actions required to achieve the KPI/Objective | Risk implications if KPI /Objective is not achieved (in relation to actions) | Measures that indicate that KPI/Objectives have been achieved | Timescales (month to be completed by) | Reporting mechanism and frequency | Name of Lead Person |
|-------------------------------------|--|--|---|---------------------------------------|-----------------------------------|---------------------|
| | | | | | Annually | |
| | 1.4 Submission of Designation application for Raleigh Cycle archives | No improvement in national recognition | Achieve Designation status | Sep 10 | AMT and LMT Quarterly | MSD |
| | 1.5 Contribute to corporate programme of service reviews | Future of service ieopardised | Service review completed | Mar 11 | AMT and LMT Quarterly | MSD |
| | 1.6 Carry out a feasibility study into establishing a Friends organisation | Failure to capitalise on support for service | Completion of study and implementation | Mar 11 | AMT and LMT Quarterly | AR |
| | 1.7 Develop Marketing and Communications Strategy | No improvement in national and local profile | Develop and implement action plan Introduction of promotional products | Mar 11 | AMT and LMT Quarterly | MSD |
| | 1.8 Raise profile of Archives and Records Management Service across NCC | Service is not recognised across the authority | Establish programme of workshops Hold County Hall event | Mar 11 | AMT and LMT Quarterly | JHH RI |

5 Objectives 2010-11

| Key Performance Indicator/Objective | Actions required to achieve the KPI/Objective | Risk implications if KPI /Objective is not achieved (in relation to actions) | Measures that indicate that KPI/Objectives have been achieved | Timescales (month to be completed by) | Reporting mechanism and frequency | Name of Lead Person |
|--|---|--|---|---------------------------------------|---|---------------------|
| | 1.9 Co-operate with Nottingham University on the re-establishment of the VCH in Nottinghamshire | Opportunity missed | Development plan for the sustainability of the project formulated | Mar 11 | AMT and LMT Quarterly | MSD |
| | 1.10 Participation in regional Ancestral and Literary Tourism project | Opportunity missed | Establishment of county network | Mar 11 | AMT and LMT Quarterly | MSD |
| 2 Acquisitions: to provide a balanced and continuing record of all aspects of the life of local communities | | | | | | BES |
| | 2.1 Acquisition of prioritised collections | Collections at risk if not deposited | Number of accessions received | Mar 11 | AMT and LMT Quarterly | BES |
| | 2.2 Suspend implementation of Acquisitions strategy | Collections at risk if not deposited | Strategy on hold until storage for future acquisitions acquired | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | BES |

5 Objectives 2010-11

| Key Performance Indicator/Objective | Actions required to achieve the KPI/Objective | Risk implications if KPI /Objective is not achieved (in relation to actions) | Measures that indicate that KPI/Objectives have been achieved | Timescales (month to be completed by) | Reporting mechanism and frequency | Name of Lead Person |
|--|--|--|---|---------------------------------------|---|---------------------|
| 3 Collections management: to manage collections according to national standards and make them available for use | | | | | | BES |
| | 3.1 Implement Collections Management and Cataloguing Action Plan | Less documents available for public access. | 40 additional collections catalogued 10,000 additional records available on line as a result of editing and new cataloguing FJF placement | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | BES |
| | 3.2 Complete Southwell Minster Cataloguing project | Minster Archive not catalogued and loss of reputation | Catalogue completed Collection available | Jul 10 Dec 10 | AMT and LMT Supervisions and EPDR Quarterly | NB |
| | 3.3 Revision of Manorial Documents register | Register not revised and loss of reputation | Register revised and available online | Jan 11 | AMT and LMT Supervisions and EPDR Quarterly | NB |

5 Objectives 2010-11

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|--|---|--|---|---------------------------------------|---|---------------------|
| 4 Preservation and Conservation: to preserve archives and local studies materials to national standards | | | | | | BES |
| | 4.1 Implement Preservation and Conservation work programme | Fewer documents available for public access as too fragile to be used | 50 books refurbished 500 documents preserved 20 Tithe maps conserved FJF placement | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | DA |
| | 4.2 Monitor environmental conditions in strong rooms and rectify any deviance | Collections not being stored to national standards | Compliance with BS5454 Production of annual report on environmental conditions | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | DA |
| 5 Digital Preservation and Digitisation: to create, manage and preserve digital archives | | | | | | RI |

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|-------------------------------------|---|--|---|---------------------------------------|---|---------------------|
| | 5.1 Continue implementation of Digital Preservation and Access policy action plan | Loss of digital and digitised collections and inability to collect digital material in the future. | Implementation of procedure for accessioning digital objects Procedure for consistent collection of appropriate metadata Creation of guidelines for depositors | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |
| | 5.2 Commence implementation of digitisation strategy action plan | Damage to popular collections due to frequent handling Failure to respond to customer demand | Investigate possibilities of grant funding for digitisation projects Plan and seek funding for Tithe map digitisation project Complete first "Treasures from the Archives" virtual exhibition Plan and commence 'Nottinghamshire Places' site in partnership with Trent Vale project | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |

5 Objectives 2010-11

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|--|--|--|--|--|---|---------------------|
| | 5.3 Establish Skills for the Future placements | Dependent on HLF decision on grant application in May 2010 | Develop generic training plan (in conjunction with TNA) Finalise placement plan & approved by SofA | Oct 10 Jan 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |
| | 5.4 Participate in Renaissance MuBU project | Dependent on Renaissance decision in May 2010 | Initial meeting with key stakeholders Commence work with school & community groups Delivery of digital content Evaluation | Jun 10 Sep 10 Dec 10 Jan 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |
| 6 Public services: to provide high quality public services and increase take up | | | | | | CW |
| | 6.1 Implementation of Archive Service Customer Service Charter standards | Reduction in customer service | Compliance with Archive Service Customer Service Charter standards <ul style="list-style-type: none"> • Accessioning • Enquiry response • Document production • Photocopying orders • Photographic orders | Mar 11 | AMT and LMT Quarterly NAUG Annually | CW |

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| | 6.2 Increase visits to Archives search room | Reduction in customer service | 12 visits per 1000 pop | Mar 11 | AMT and LMT Quarterly | CW |
| | 6.3 Increase virtual visits | Reduction in customer service | Increase visits to 400,000 per year (NCC, A2A and NAWCAT) | Mar 11 | AMT and LMT Quarterly | PL |
| | 6.4 Continue to develop and promote Research Service | Research Service not meeting income targets | 300 research hours completed per annum | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | AR |
| | 6.5 Complete Library re-organisation | Library not used | Complete relocation of stock Amend catalogue | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | PL |
| | 6.6 Assist in assessment for Customer Service Excellence standard | Loss of status | Success in assessment | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | KO |

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| 7 To provide high quality Learning and Outreach services | | | | | | CW |
| | 7.1 Implement Learning and Outreach Policy Action Plan | Reduction in customer service | Wider use of volunteers Young Persons volunteer project Complete and evaluate Young Persons competition Audience development plan implemented including participation in partnership projects incl 1 BBC History Campaign 2 St Anns Allotment Gardens project 3 Partner with Castle Museum and City Libraries on Renaissance 'Flagship Learning Programme' project 4 Learning Links project, with Kirkby in Ashfield Library and Kingsway School, Kirkby. 5 Leicester University History Department Travel & Tourism Diploma | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | CW |

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| | | | placement 6 Olympiad Journals project 7 Continuing partnership with The National Trust (Southwell Workhouse) 8 Involvement in Nottingham Black history projects | | | |
| | 7.2 Implement Programmes of events | Reduction in customer service | 20 group visits 4 lunchtime talks 12 displays 5 Family History hours 10 Taster sessions Robin Hood programme Night Fever event Diary event Heritage Open Day | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | CW |
| | 7.3 Implement website improvement plan | Website not developed | 30 additional pages 5 online exhibitions | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | PL |

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| | 7.4 Hon archivists course established | Failure for collections to be cared for by community groups | Course established possibly in partnership with WEA or Trent Vale project | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | MSD |
| 8 Records Management: to provide a corporate RM service | | | | | | RI |
| | 8.1 Finalise and commence implementation of a Records Management Service strategy | Non-compliance with FOI and DPA Potential to miss opportunities to contribute to the NCC information management agenda Decrease in profile of RMS | Strategy approved and implementation commenced | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |
| | 8.2 Introduce new RM software | Failure to modernise service | Software used across authority | Dec 10 | AMT and LMT Supervisions and EPDR Quarterly | RI |

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| | 8.3 Review RMS procedures and services in light of strategy and new software | Non-compliance with legislation with FOI and DPA | Action plan for development of service | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |
| | 8.4 Dispatch of records according to targets: 1. Glaisdale (next day) 2. Ollerton (as specified in Service Level Agreements) | Inability for departments to conduct business in a timely manner | 100% despatch according to agreed targets | Ongoing | AMT and LMT | RB RI |
| | 8.5 Annual reviews | Non-compliance with legislation, e.g. Data Protection Act Poor records centre capacity management | Completion of review | Ongoing | AMT and LMT Supervisions and EPDR Quarterly | RI |
| | 8.6 Improvement of Information Management and RM procedures across LA&I | Failure to manage records | Establish retention schedules for Archives Information audit, File plan and retention schedules for Libraries | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | RI |

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| 9 Administration: to provide administrative support to the Service | | | | | | JS |
| | 9.1 Manage delegated budgets | Non-compliance with financial regulations | Effective budget management | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | MSD JS |
| | 9.2 Manage Premises | Buildings not fit for purpose | Effective premises management | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | JS |
| | 9.3 Manage Health and Safety of staff, visitors and premises | Unsafe working conditions | Carry out annual Property Review Implement Fire Risk Assessment Actions | Mar 11 | AMT and LMT Supervisions and EPDR Quarterly | MSD JS |

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| <p>10 Local Studies: to be the memory bank of the local community</p> <p>To discover, share, safeguard and celebrate local stories; enrich daily life and provide a good quality, consistent, value for money service</p> | | | | | | SC |
| | 10.1 To create a toolkit to improve use look and feel and establish a blueprint for local studies collections | Failure to keep up with refurbishment programme. Local Studies collections will be overlooked. | Pilot at Worksop and evaluate cost and impact User consultation in May Criteria for open access | Dec 10 | LST, AMT and LMT Supervisions and EPDR Quarterly | SC HF |
| | 10.2 Commence assessment of cataloguing backlogs | FJF placements may not be filled. Revision of cataloguing backlog and strategy is delayed | Collections audit of material in 3 major libraries to be conducted by future job fund placements | Feb 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | SC DC JS HF |

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| | 10.3 Implement collection management plans in consultation with library managers. | Failure to keep up with refurbishment programme. Local Studies collections will be overlooked. | Priorities established by refurbishment programme Produce best practice guidelines | Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | LSL |
| | 10.4 Revision of emergency plans for local studies collections | Preservation of collections threatened | Revision of all plans | Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | BES |
| | 10.5 Produce a digitisation and website strategy | Failure to keep up with demand for web services and support Nottinghamshire's ambitions re heritage tourism | Produce online guides Establish a pilot digitisation project for village packs at Stapleford and Beeston and newscuttings at Newark and Ollerton | Dec 10 | LST, AMT and LMT Supervisions and EPDR Quarterly | SC EP TW |
| | 10.6 Training Plan produced for staff and public | Collections at risk and poor level of customer service | Training for Enquire and frontline staff in common local studies enquiries and collections management Emergency procedures for ls collections | Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | TW EP |

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| | 10.7 Contribute to Library Volunteer strategy | Opportunity missed | Volunteer strategy produced 15 hours of volunteer opportunities created per week | Oct 10 Dec 10 | LST, AMT and LMT Supervisions and EPDR Quarterly | CN JS |
| | 10.8 Promote and interpret the collections to wider audiences and support local authors | Failure to promote Local History | Contribute 1000 images to Picture the Past Production of three publications and improve marketing and promotion | Mar 11 Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | LSL MSD SC TW |
| | 10.9 Produce a proposal for a paid for offer for schools and care homes | Opportunity missed | Offer trialled with schools and care homes with support from resources and ELS and other development teams | Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | SC DC JS |
| | 10.10 Performance Management Framework produced to log statistics and evaluation information | No framework means a lack of baseline data and evidence | Framework produced and implemented with help from library staff | Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | SC DC |

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| | 10.11 Provide 40 targeted events to promote local studies, attract new audiences and increase borrowing and membership | Meet priorities on customer satisfaction, borrowing, membership, sense of place, community and participation | Develop Remembrance Reader Development events in November with other development teams Develop scrapbooks for use by LSAs Support other library festivals and events | Mar 11 | LST, AMT and LMT Supervisions and EPDR Quarterly | LSL |