



Children, Families and Cultural Services

**Team Plan: ARCHIVES,
RECORDS MANAGEMENT & LOCAL STUDIES**

For the Period 1st April 2011 to 31st March 2012

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Archives, Records Management and Local Studies

Team Plan 2011-2012

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1 Description of Service

1.1 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.

1.2 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 2010 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 2009/10 Nottinghamshire Archives was 22nd out of 44 English Non Metropolitan Areas in net expenditure per 1000 population, 13th out of 45 in total staff numbers and 20th equal out of 45 for reader spaces. Yet Nottinghamshire Archives was 5^h out of 30 for the number of Archive readers and 9th 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 and is 94%

- Charter Mark. The Archives Service, along with other sections of the Libraries, Archives and Information Service, 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. The results of the Feb 2011 survey are awaited.
- *Archives Service Customer Charter*. This charter, adopted in October 2000 was revised in July 2004, January 2006 and June 2007

1.3 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

1.4 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

1.5 Number of Users

Nottinghamshire Archives

Visitors	10,749
Postal and email enquirers	2,689
Virtual users	452,479

Records Management Service

Record requests	6,468
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1.6 Number of Staff:

24 (20.6 FTE)
(Archives and Records Management)
6 (3 FTE approx) (Team Librarians)

1.7 Overall Budgets:

£655K
(Archives and Records Management)

1.8 Unit Cost

It costs the residents of the county and the city only 94p per person per annum to run Nottinghamshire Archives.
(CIPFA Statistics 2010)

2 Performance, 2010-2011

2.1 Key achievements

- Retained 4 star rating in TNA self assessment of local authority archive services
- 237 new archive collections acquired
- 12th century Rufford Abbey charter and 18th century architectural drawings of Rufford Abbey and other properties purchased with grant funding
- Southwell Minster archives cataloguing project completed
- Manorial Documents Register project completed
- Welcome grant awarded for scoping project on the archives of Rampton Hospital
- 36,527 records added to the online catalogue
- 1000 OS maps acquired
- Parish Council cataloguing completed
- 4,000 Nottingham City Engineers plans catalogued
- Bishops' transcripts volunteer project completed
- Conservator awarded ARA Certificate in Archive Conservation
- 113,873 documents cleaned, 4197 parchment documents repaired and 1303 volumes refurbished
- Archive Service Customer Charter standards broadly met or exceeded
- Virtual visits increased by 46%
- 74 additional pages and 3 online exhibitions added to website
- Made regional hub for free access to the 1911 census
- Netloan introduced to allow remote booking of public access computers
- Won Renaissance East Midlands, Nottinghamshire Heritage Award for work with Children and Young People for Diary competition
- MLA Strategic Commissioning grant awarded through the Mighty Creatives for Archives4US Youth Panel project
- Skills for the Future Opening up the Archives trainee appointed
- MUBU grant awarded by Renaissance East Midlands for rufflives social media project
- 8 talks on Medieval Nottinghamshire delivered in public libraries
- RMS software upgraded to Wisdom
- 17,000 children's files checked by RMS
- 6,468 RM file requests processed
- 20 new customer teams using RMS
- 3 Local history publications published and two further publications in production
- Won the Alan Ball Local History Award for *These Uncertain Tymes*
- Local Studies Collecting, Cataloguing, Display and Disposal Policy produced
- Local Studies Digital Strategy produced and Our Nottinghamshire community history web site set up
- Toolkit for local studies collections produced and implemented in the new Worksop Library

- Local Studies Best Practice Guidelines finalised
- Local Studies Training Plan produced
- Local Studies help desks piloted
- 76 Local Studies events held including events linked to the BBC Turn Back Time programme

2.2 Re-prioritised and re-phased targets

Some targets have been re-phased to 2011-12 due to pressures of other work and long term sickness absences

2.3 Performance indicators

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

	2010-11	2009-10
Performance indicators		
<ul style="list-style-type: none"> • Number of annual visits per 1000 population (12) 	10	11.8
<ul style="list-style-type: none"> • Number of virtual visits to NCC and A2A archive web pages (240,000) 	452,479	309, 844
<ul style="list-style-type: none"> • Overall customer satisfaction (good and very good) 	Not avail	97.1%
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%) 	100%	99%
<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% 92%	96% 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% 100%	100% 99%
<ul style="list-style-type: none"> • Despatch photographs within one week <ul style="list-style-type: none"> ➤ 1 week (100%) 	97%	98%

2.4 Review of Performance, 2010-11

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

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
1 To improve national and local profile of Archive Service and its sustainability	1.1 Achieve full TNA accreditation as place of deposit for public records	Further options for increased storage explored	HLF funding to be explored	Implementation 2011/12
	1.2 Implement TNA Self assessment Action plan	Achieved 4* status retained	Action Plan to be produced	Implementation 2011/12
	1.3 Carry out PSQG survey and draw up action plan to redress any shortfalls	Survey carried out	Results awaited and Action plan to be drawn up	Implementation 2011/12
	1.4 Submission of Designation application for Raleigh Cycle archives	Not achieved	Application to be completed	Transferred to 2011/12
	1.5 Contribute to corporate programme of service reviews	Achieved Service review completed	Year 2 actions to be addressed	Implementation 2011/12
	1.6 Carry out a feasibility study into establishing a Friends organisation	Achieved	Friends organisation to be set up	Implementation 2011/12
	1.7 Develop Marketing and Communications Strategy	Not achieved: marketing restricted by corporate in year budget controls	None	
	1.8 Raise profile of	Not achieved: marketing	None	

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	Archives and Records Management Service across NCC	restricted by corporate in year budget controls		
	1.9 Co-operate with Nottingham University on the re-establishment of the VCH in Nottinghamshire	VCH continued but sustainability uncertain	None	
	1.10 Participation in regional Ancestral and Literary Tourism project	Achieved County network established	Implementation of Action Plan	Implementation 2011/12
2 Acquisitions: to provide a balanced and continuing record of all aspects of the life of local communities	2.1 Acquisition of prioritised collections	Achieved 237 accessions received	None	
	2.2 Suspend implementation of Acquisitions strategy	137 collections at risk or in areas under represented received	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	78 additional collections catalogued 36,527 additional records available on line as a result of editing and new cataloguing	Ongoing work on some collections	Transferred to 2011/12
	3.2 Complete Southwell Minster Cataloguing project	Achieved	None	

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	3.3 Revision of Manorial Documents register	Achieved	MDR to be launched	June 2011
4 Preservation and Conservation: to preserve archives and local studies materials to national standards	4.1 Implement Preservation and Conservation work programme	Achieved 1303 books refurbished 113, 873 documents preserved 20 Tithe maps conserved	None	
	4.2 Monitor environmental conditions in strong rooms and rectify any deviance	Achieved Compliance with BS5454 conditions	None	
5 Digital Preservation and Digitisation: to create, manage and preserve digital archives	5.1 Continue implementation of Digital Preservation and Access policy action plan	Implementation of procedure for accessioning digital objects	Ongoing work	Transferred to 2011/12
	5.2 Commence implementation of digitisation strategy action plan	Funding for digitisation projects investigated Tithe map digitisation project planning commenced 'Nottinghamshire Places' site planned	Ongoing work	Transferred to 2011/12
	5.3 Establish Skills for the Future placements	Achieved	Placements commence	April 2011
	5.4 Participate in Renaissance MuBU project	Achieved	Evaluation report to be produced	May 2011

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
6 Public services: to provide high quality public services and increase take up	6.1 Implementation of Archive Service Customer Service Charter standards	Compliance with all Archive Service Customer Service Charter standards except photography <ul style="list-style-type: none"> • Accessioning • Enquiry response • Document production • Photocopying orders • Photographic orders 	Processing of photographic orders	Implementation 2011/12
	6.2 Increase visits to Archives search room	Not achieved 10 visits per 1000 pop	Improve number of visits	Implementation 2011/12
	6.3 Increase virtual visits	Achieved Visits increased to 400,000 per year (NCC, A2A and NAWCAT)	None	
	6.4 Continue to develop and promote Research Service	226 research hours completed per annum	Increase research hours to 300	Implementation 2011/12
	6.5 Complete Library re-organisation	Achieved	Sale of duplicate/out of date stock	Implementation 2011/12
	6.6 Assist in assessment for Customer Service Excellence standard	Not achieved		
7 To provide high quality Learning and Outreach services	7.1 Implement Learning and Outreach Policy Action Plan	Achieved Wider use of volunteers Young Persons competition completed	Ongoing work	Transferred to 2011/12

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
		Participation in partnership projects incl 1 BBC History Campaign 2 Partner with Castle Museum and City Libraries on Renaissance 'Flagship Learning Programme' project 3 Learning Links project, with Kirkby in Ashfield Library and Kingsway School, Kirkby. 4 Leicester University History Department Travel & Tourism Diploma placement 5 Olympiad Journals project		
	7.2 Implement Programmes of events	Achieved 29 group visits 4 lunchtime talks 12 displays 5 Family History hours 15 Taster sessions Robin Hood programme Night Fever event Diary event	None	

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
		Heritage Open Day		
	7.3 Implement website improvement plan	74 additional pages 3 online exhibitions	Ongoing work	Transferred to 2011/12
	7.4 Hon archivists course established	Partnership courses with WEA and Trent Vale project	None	
8 Records Management: to provide a corporate RM service	8.1 Finalise and commence implementation of a Records Management Service strategy	Not achieved	Ongoing work	Transferred to 2011/12
	8.2 Introduce new RM software	Achieved	Training of users	Implementation 2011/12
	8.3 Review RMS procedures and services in light of strategy and new software	Not achieved	Ongoing work	Transferred to 2011/12
	8.4 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	
	8.5 Annual reviews	Not achieved due to change in software	Ongoing work	Transferred to 2011/12
	8.6 Improvement of Information Management and RM procedures across LA&I	Retention schedules for Libraries and Archives revised	Ongoing work	Transferred to 2011/12

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
9 Administration: to provide administrative support to the Service	9.1 Manage delegated budgets	Achieved	None	
	9.2 Manage Premises	Achieved	None	
	9.3 Manage Health and Safety of staff, visitors and premises	Annual Property Review carried out for Nottinghamshire Archives Fire Risk Assessment Actions implemented	Annual Property review to be completed for Glaisdale Record Centre	Transferred to 2011/12
10 Local Studies: to be the memory bank of the local community To discover, share, safeguard and celebrate local stories; enrich daily life and provide a good quality, consistent, value for money service	10.1 To create a toolkit to improve use look and feel and establish a blueprint for local studies collections	Achieved Toolkit created and used for the new Worksop Library	To be used for Mansfield and West Bridgford Libraries	Implementation 2011/12 and 2012/13
	10.2 Commence assessment of cataloguing backlogs	Partially achieved: in roads made into cataloguing backlogs	Ongoing work	Transferred to 2011/12
	10.3 Implement collection management plans in consultation with library managers.	Implementation commenced in some libraries Best practice guidelines produced	Ongoing work	Transferred to 2011/12
	10.4 Revision of	Not achieved	Plans to be revised	Implementation 2011/12

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	emergency plans for local studies collections			
	10.5 Produce a digitisation and website strategy	Achieved Digital Strategy produced Our Nottinghamshire website set up	Ongoing work	Transferred to 2011/12
	10.6 Training Plan produced for staff and public	Achieved Training Plan produced	Implementation required	Transferred to 2011/12
	10.7 Contribute to Library Volunteer strategy	Not achieved	Ongoing work	Transferred to 2011/12
	10.8 Promote and interpret the collections to wider audiences and support local authors	Achieved 1525 images added to Picture the Past 3 publications produced	None	
	10.9 Produce a proposal for a paid for offer for schools and care homes	Schools offer produced	Implementation required	Transferred to 2011/12
	10.10 Performance Management Framework produced to log statistics and evaluation information	Not achieved	None	
	10.11 Provide 40 targeted events to promote local studies, attract new audiences	Achieved 76 events held Scrapbooks developed	None	

2.4 Review of Performance, 2010-11

Key Performance Result KPR	Action required	Evidence of Achievements	Areas for Improvement	Action for Improvement & Timescale
	and increase borrowing and membership			

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion	Planned Outcome (what will success look like?)	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
			Month & Year	SMART		
1	Sustainability: to secure the future of the Archives and Records Management Services	MSD				
1.1	Implementation of Outline business case for Archives and RMS	MSD RI MSD	Apr 2011 Apr 2011 Dec 2011	Staff reduction and Monday closure implemented RMS full cost recovery introduced Renegotiation of SLA's with City	Legal	Corporate
1.2	Future proof Nottinghamshire Archives and TNA accreditation as place of deposit	MSD	Mar 2012 Dec 2011	HLF application for funding of extension Funding for temporary storage	Capital Finance Revenue Finance	Strategic Plan Action Plan
1.3	Implementation of TNA Self – assessment action plan	MSD	Mar 2012	Implementation of plan		
1.4	Implementation of PSQG Survey Action Plan	MSD/CW	Mar 2012	Improved ratings in next survey		
1.5	Establish Friends of Nottinghamshire Archives	MSD/AR	Sep 2011 Mar 2012	Approval for constitution Inaugural meeting held	Legal	
1.6	Submission of Designation application for Raleigh Cycle archives	MSD/AR	Sep 2011	Designation of collection		
1.7	Implementation of Volunteer Policy	CW CW BES JP	Apr 2011 Dec 2011 Sep 2011 Apr 2011	Outreach activities extended Searchroom buddies introduced Homeworking on retroconversion NADFAS project initiated		
1.8	Investigate alternative funding	MSD	Mar 2012	Alternative funding investigated		

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?) SMART	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
	streams and sponsorship			as appropriate		
1.9	Implementation of Nottinghamshire Ancestral and Literary Tourism partnership Action Plan	MSD	Mar 2012	Implementation of Action Plan	Sponsorship External funding	Strategic Plan Action Plan
1.10	Establishment of County Artefacts project	MSD	Jun 2011 Mar 2012	Establishment of project Implementation of recommendations	Finance Project staff HR	Divisional
1.11	Establishment of Nottinghamshire Heritage Forum	MSD	Mar 2012	Archives participation in Forum		
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	BES	Mar 2012	50 % of collections acquired meeting Acquisitions strategy		
2.2	Revision of Acquisitions Policy	MSD/BES	Dec 2011	Policy updated		
2.3	Complete the negotiation and acquisition of the Acceptance in Lieu of the Savile of Rufford archive	MSD/JHH	Dec 2011	Permanent allocation of collection to Nottinghamshire Archives	Legal	

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?)	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
				SMART		
3	Collections management: to manage collections according to national standards and make them available for use	BES				
3.1	Implementation of Collections Management and Cataloguing plan	BES	Mar 2012	40 additional collections catalogued 6,000 additional records online 25% of collections online		
3.2	Continuation of Rampton Hospital Archives project	BES	May 2011 May 2011 Oct 2011	Completion of scoping project Submission of Wellcome grant preliminary application Submission of full application (if required)	External Funding Project staff HR	
4	Preservation and Conservation: to preserve archives and local studies materials to national standards	BES				
4.1	Implementation of Preservation and Conservation work programme	DA	Mar 2012	50 books refurbished 500 documents preserved 15 Tite awards conserved		
4.2	Monitor environmental conditions in strong rooms and rectify any deviance	DA	Mar 2012	Compliance with BS5454 Annual report on environmental conditions produced		

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?) SMART	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
5	Digital Preservation and Digitisation: to create, manage and preserve digital archives	RI				
5.1	Continue implementation of Digital Preservation and Access policy action plan	RI	Mar 2012	Implementation of Plan	Information Manager IT	
5.2	Continue implementation of Digitisation Strategy Action plan	RI	Mar 2012	Implementation of Plan	External funding	
5.3	Seek approval for Commercial Digitisation projects	MSD/RI	Jun 2011	Portfolio paper produced	Legal Income generation	
5.4	Host HLF/TNA Skills for the Future Placement	RI	Mar 2012	Implementation of Training Plan	HLF/TNA	
5.5	Implementation of the MUBU evaluation report	RI	Mar 2012	Implementation of report	IT	
6	Public Services: to provide high quality public services	CW				
6.1	Implementation of Archive Service Charter Standards	CW	Mar 2012	Compliance with Archive Service Customer Service Charter standards <ul style="list-style-type: none"> • Accessioning • Enquiry response • Document production • Photocopying orders 		

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?) SMART	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
				<ul style="list-style-type: none"> Photographic orders 		
6.2	Increase personal visits to Nottinghamshire Archives in proportion to new opening hours	CW	Mar 2012	10 visits per 1000 population		
6.3	Increase virtual visits	MSD/PL	Mar 2012	Increase visits to 440,000 per year (NCC, A2A and NAWCAT)		
6.4	Carry out high quality research	AR	Mar 2012	300 hours paid research per year		
7	Learning and Outreach: to provide high quality services and develop new audiences	CW				
7.1	Continued implementation of Learning and Outreach Policy and Audience Development Plan	CW	Mar 2012	Wider use of Volunteers Young Persons competition: On the Trail Plan Youth Heritage Conference Introduce Child friendly days Participation in partnership projects which assist the implementation of the Audience Development Plan incl <ul style="list-style-type: none"> Olympiad Journals Domesday Reloaded Hyson Green Flats Groundwork Killisick 	External funding	

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?)	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
				SMART		
7.2	Implementation of Programme of events to increase reader numbers and develop new audiences	CW/PL	Mar 2012	20 group visits 4 lunch time talks 12 displays 20 Taster sessions 10 Thursday tours 10 Wednesday workshops 4 Archive skills workshops 3 Youth Discovery Workshops 5 Library surgeries Manorial Documents Register launch Heritage Open Day	Income generation	
7.3	Continue implementation of website improvement plan	PL	Mar 2012	40 additional pages 2 online exhibitions		
7.4	Investigate opportunities of working with ACLS	MSD/CW	Mar 2012	Introduction of joint projects		
8	8 Records Management: to provide a corporate RM service	RI				
8.1	Finalise Records Management Service Strategy	MSD/RI	Jul 2011	Complete Strategy Hold Ollerton Open day		Corporate
8.2	Implement RMS work plan	RI	Mar 2012	Implementation of plan		
8.3	Implementation of Wisdom software and changes in procedures	RI	Apr 2011 Jun 2011	Launch of software Current Customers Trained		Corporate

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?)	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
				SMART		
8.4	Review of retention schedules	RI	Dec 2011	Alignment with corporate schedules		Corporate
8.5	Rationalisation of records between Record Centres	RI/RB	Sep 2011	All records in most appropriate centres to facilitate the most efficient and cost effective service		
8.6	Support for WOW programme	RI	Mar 2012	Engagement with project		Corporate
8.7	Support for corporate EDRMS	RI	Dec 2011	Creation of functional file plan for LA&I	Information Manager	Corporate
8.8	Dispatch of records according to targets: 1. Glaisdale (next day) 2. Ollerton (as specified in Service Level Agreements)	RI/RB	Mar 2012	100% despatch according to agreed targets		
8.9	Carry out Annual reviews	RB	Mar 2012	Completion of reviews		Corporate
9	Administration: to provide administrative support to the Service	MSD/JS				
9.1	Implementation of Business Support Service Unit	JS	Jun 2011	Implementation of BSSU for Archives and RMS		Dept
9.2	Manage and monitor delegated budgets	MSD/JS	Mar 2012	Effective budget management and monthly monitoring		Corporate
9.3	Manage Premises	JS	Mar 2012 Dec 2011	Effective premises management Annual Property reviews		Corporate
9.4	Manage Health and Safety of staff,	JS	Oct 2011	Review Risk assessments		Corporate

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?) SMART	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
	visitors and premises	DA/EH	Jun 2011	Complete Fire Risk Assessment Complete revision of COSHH assessments		
9.5	Implementation of Business Management System	JS	Oct 2011	Implementation of BMS for Archives and RMS		Corporate
10	Local Studies: to be the memory bank of the local community To discover, share, safeguard and celebrate local stories; enrich daily life and provide a good quality, consistent, value for money service	MSD				
10.1	Embed new structure and staff	MSD	Sep 2011	Local Studies service being delivered effectively across the County		
10.2	Acquisition, Cataloguing, Binding and Conservation of Stock	Librarians	Mar 2012	Effective stock management	126 Lib days	
10.3	Collections Management plans completed where required and implementation continued	Librarians	Mar 2012	Implementation of priorities	168 Lib days	
10.4	Enquiry assistance and monthly local studies help desks in level 1 libraries	Librarians	Mar 2012	Effective enquiry service	126 Lib days	

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?) SMART	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
10.5	Contribution to Picture the Past	Librarians	Mar 2012	1000 photographs added to PtP	20 Lib days	
10.6	Provision of Ancestry Training	Librarians	Mar 2012	Training of staff and public	42 Lib days	
10.7	Provision of Publications Programme	MSD/TW	Mar 2012	3 local history publications produced	20 Archive and Lib days	
10.8	Support for Mansfield Library Capital project	TW/RL-J	Jan 2012	Provision of a local studies service following local studies toolkit	25 Lib days	
10.9	Continuation of support for the Our Nottinghamshire website	TW	Mar 2012	Launch and development of site	24 Lib days	
10.10	Setting up of a Central Local Studies store	TW/RL-J	Mar 2012	Reserve store created and disposal of duplicate stock initiated	10 Lib days	
10.11	Revision of Local Studies Emergency Plans	BES	Mar 2012	RED's plans revised in 18 libraries	36 Lib days	
10.12	Creation and implementation of a Local Studies Offer for Schools	Librarians	Mar 2012	Offer provided to 12 libraries	18 Lib days	
10.13	Local Studies contribution to national and local projects as appropriate incl Killisick Comic books Newark printing	EP TW	Mar 2012 Jul 2011	Book and exhibition produced Public performance in Newark Library and audio visual material added to collection and Our Nottinghamshire website	10 Lib days 4 Lib days	
10.14	Digital preservation of audio and	Librarians	Mar 2012	Survey of holdings completed and	35 Lib days	

3 Archives, RMS and Local Studies Action Plan 2011-12

Action No	Service Priority for Action	Lead Manager	Timescale for Completion Month & Year	Planned Outcome (what will success look like?) SMART	Resources Finance People ICT HR	Is this a Divisional/ Departmental Priority (Yes/No)
	film			project plan developed		
10.15	Local Studies training plan implementation	Librarians	Mar 2012	Implementation of plan in level 1 libraries	12 Lib days	
10.16	Provide targeted events to promote local studies, attract new audiences and increase borrowing and membership	Librarians	Mar 2012	40 events	40 Lib days	