

NORFOLK RECORDS COMMITTEE

1 May 2014

Item no 7

Norfolk Record Office Service Plan 2014 -2015

A Report by the County Archivist

Executive Summary

This report provides details of the Norfolk Record Office Service Plan for the year April 2014 to March 2015.

Action Required

The Norfolk Records Committee is asked to note the contents of the Service Plan, comment accordingly and approve its adoption.

1 Introduction

1.1 This Service Plan outlines the planned work for the Norfolk Record Office during the year April 2014 to March 2015. It develops all of the NRO's mission, which can broadly be divided into three areas:

- 1.1.1
- i. Preserving and conserving of archives
 - ii. Collecting archives
 - iii. Providing and facilitating access to archives

The structure of the Service Plan reflects how the Norfolk Record Office helps the County Council meet its corporate objectives with particular emphasis on how the NRO contributes to education and learning and the provision of an excellent cultural infrastructure.

2.1 The Service Plan has been developed with three priorities for development. These strands underlie many of the actions throughout the plan. They are:

- Efficiency
The NRO is looking at how it works and ways it can get the most out of its resources.
- Audience development
The use of the Collection is central to the NRO mission. It constantly needs to be reaching new audiences and introducing people to the benefits of using archives.

- Income generation
Whilst maintaining a free service in the searchrooms the NRO needs to find innovative and business-like ways to support the service.

Service Plan 2014-1015

Service Objective	CONTRIBUTE TOWARDS EXCELLENCE IN EDUCATION		
Lead	<i>County Archivist</i>		
Link to NRO Mission	Providing and facilitating access to archives.		
Action	Output / Outcome	Owner	Level funded from
Develop skills and realise educational benefits of using archives	Programme of educational activities delivered for: <ul style="list-style-type: none"> • Schools • Families • Lifelong Learners • Groups 	Education and Outreach Officer	Revenue Budget
	Skills for the Future placement established, posts recruited and first stage of work completed	Educational and Outreach Officer / Senior Archivist (Special Projects)	External Funding
	Professional Internship for PhD Students (PIPS) placement hosted	Senior Conservator	External Funding

Service Objective		ENGAGE WITH THE COMMUNITY WE SERVE		
Lead		County Archivist		
Link to NRO Mission	Providing and facilitating access to archives.			
Action	Output / Outcome		Owner	Level funded from
Develop new audiences and new uses for the Collection	Volunteer programme developed and implemented resulting in 1000 volunteer hours per year		Senior Archivist (Special Projects)	Revenue
	Awareness of the benefits of using NRO raised resulting in 200 new users of the searchroom at NRO: The Archive Centre		County Archivist / Education and Outreach Officer	Revenue
	Exhibitions linked with educational activities staged <ul style="list-style-type: none">St Benet’s AbbeyNorfolk and the First World War Web site developed and social media use continued (Maintain number of social media followers and increase no of pages visited by 10%)		County Archivist	Revenue/ External Funding

Service Objective		PROVIDE A HIGH LEVEL OF CUSTOMER SERVICE		
Lead		County Archivist		
Link to NRO Mission	Providing and facilitating access to archives			
Action	Output / Outcome		Owner	Level funded from
Provide public access service on site	Maintain searchroom service five days a week at The Archive Centre Provide searchroom service one day per week at King's Lynn Borough Archive and support users at Norfolk Heritage Centre Complete review of the searchroom service's at NRO: The Archive Centre		Support Services Manager	Revenue
Provide alternative means of access to the Collection	Provide remote: - enquiries service - paid search service with all enquiries responded to in line with levels of service Develop and implement a Digitization on Demand service		Support Services Manager	Revenue
	Digital access to images of documents with partner organisations set up		County Archivist	Reserves / Revenue

Service Objective		MANAGE AND PROTECT CULTURAL ASSETS		
Link to NRO Mission	Preserving and conserving of archives Collecting archives			
Lead		County Archivist		
Action	Output / Outcome		Owner	Level funded from
Manage the Norfolk Record Office Collection	Review of document processing procedures completed and implemented		Senior Archivist (Collection Management)	Revenue
	Cataloguing priority scheme developed and implemented			
	Prioritized items catalogued			
	ICT systems used for Collection Management reviewed			
	All new accessions processed			
	System for Digital Preservation introduced			
	Additional space (minimum of 140m³) created in strongrooms for new accessions		County Archivist	Reserves

Develop the Norfolk Record Office Collection	Accessions proactively sought and obtained	Senior Archivists (Collection Development)	Revenue
	Collection Development Strategy produced		
	Registrars historical records received and system implemented for access	Senior Archivist (Special Projects) / Support Services Manager	Revenue
Ensure the Norfolk Record Office Collection is cared for	<p>Documents identified as priorities conserved</p> <p>Contributions made to collaborative conservation projects</p> <p>New Emergency Plan prepared and implemented</p> <p>Strongroom storage environments optimised</p>	Senior Conservator	Revenue

Service Objective	PROVIDE AN EFFICIENT AND INNOVATIVE SERVICE		
Lead	<i>County Archivist</i>		
Link to NRO Mission	Preserving and conserving archives Collecting archives Providing and facilitating access to archives		
		Owner	Level funded from
Ensure professional quality standards are met	Archive accreditation secured	County Archivist	Revenue
Increase efficiency of service	Internal information management reviewed Energy saving measures introduced	Support Services Manager	Revenue
Work in partnership to deliver projects	Opportunities for regional collaboration developed Contribution to Kings Lynn Borough Archive project made New opportunities for funding explored and developed	County Archivist	Revenue / External Funding
	Stages of 2 nd Air Division Digitization Project completed	Senior Archivist (Special Projects)	Revenue
Increase levels of income	Options for increased income generation developed	County Archivist	Revenue

3 Equality Impact Assessment (EqIA)

- 3.1 This would not more adversely affect one group than another based on disability, gender, race, religion and belief, and sexual orientation.

4 Section 17 – Crime and Disorder Act

- 4.1 There are no direct implications for Crime and Disorder within this report.

5 Recommendation or Action Required

- 5.1 The Norfolk Records Committee is asked to note the contents of the service plan, comment accordingly and approve its adoption.

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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