

**The Future of
The Archives and Records Section
Working Together to Build Our Future**

April 27-28, 2010

**STRATEGIC PLAN
PUBLIC VERSION FINAL**



Proceedings provided by:

David Halley

Facilitator

True North Organizational Development Services

4713 Salem Ridge Road

Holly Springs, North Carolina 27540

919-552-4109

halleydave@aol.com

LIST OF ATTENDEES

April 27-28, 2010

Dick Lankford	State Archivist
James Sorrell	Special Collections Branch Head
Druscie Simpson	Information Management Branch Head
Andrea Gabriel	Resource Management Branch Head
Becky McGee-Lankford	Government Records Branch Acting Co-Head
Kelly Eubank	Government Records Branch Acting Co-Head
Sarah Koonts	Collection Management Branch Head
Debbi Blake	Public Services Branch Head
David Halley	Facilitator, True North OD Services

Archives and Records Section Mission:

The mission of the Archives and Records Section is to collect, preserve, and make available for public use historical and evidential materials relating to North Carolina.

It is the responsibility of the Archives and Records Section:

- **To promote and safeguard the documentary heritage of the state of North Carolina, particularly as it pertains to public offices.**
- **To manage and collect the records of state and local governments.**
- **To provide technical assistance to all agencies and public universities on the management of all their records.**
- **To collect and maintain private papers which document the history of the state.**
- **To assist citizens and governmental bodies in locating documents in the State Archives.**
- **To preserve records of enduring value to the highest archival standards.**
- **To provide expertise to insure compliance with managing and retaining all public records of the state.**

ENVISIONING A SUCCESSFUL NORTH CAROLINA ARCHIVES AND RECORDS SECTION

Participants supported the following shared vision elements for the North Carolina Archives and Records Section:

- Our shared vision is to leverage technology to efficiently manage and provide intellectual control over all of our collections. Selected technology will interact and enhance management of and access to our collections for our clients and the public.
- Our shared vision is that we utilize our Website and other technology tools to reach existing and new customers and to teach them about the Archives and how to use the records effectively.
- Our shared vision is to develop outreach and education programs that foster the awareness of the State Archives and informs governmental entities and other stakeholders what we do and what we have in the State Archives.
- Our shared vision is that the section develops a robust digital repository that serves all of our needs in managing the lifecycle of our digital records from ingest to preservation to access.
- Our shared vision is to have an adequate number of committed and motivated staff assigned effectively to meet the needs of the section.
- Our shared vision is that our staff has adequate training to do their jobs and has developed additional skills to address new opportunities within the section.
- Our shared vision is to have a structure where we are proactive in the development and creation of policies and plans, and people feel committed to continuous improvement in operations.

The Branches of the Archives and Records Section

Participants supported the following shared vision elements for the branches of the North Carolina Archives and Records Section:

- The **Special Collections Branch's** shared vision is to continue to strengthen the state's archival program through collection development efforts that supplement and complement the public records; to implement innovative methods to address and reduce by prioritization and methodology the backlog of unprocessed collections; and to support the shared vision of other branches to increase and improve outreach, online access, and public awareness.
- The **Collection Management Branch's** shared vision is to enhance outreach opportunities by providing new training opportunities (i.e. webinars), developing new partnerships to promote our services, and by creating new ways to interact with state and local agencies.
- The **Information Management Branch's** shared vision is to provide the tools for public access to the Archives' collections via the Internet. We will work in collaboration with the other branches and other government agencies (content providers) to make information available.
- The **Resource Management Branch's** shared vision is to continually improve some core operations relating to the section's role as legal custodian of records, section administration, and the administration of an off-site archive, to seek opportunities for grant-driven projects, and to promote and market the work of Archives and Records.
- The **Government Records Branch's** shared vision is to have a knowledgeable, motivated, and proactive staff that is customer focused and capable of addressing technological issues and providing professional services to state agencies and local governments. This is a shared vision of all branches.
- The **Public Services Branch's** shared vision is to be a leader in teaching customers about the importance of the Archives and how to use the collections effectively.
- The **Administrative Branch's** shared vision is to provide secure funding for a comprehensive archival and records management program.
- The **State Archivist's** shared vision is to provide leadership and to build relationships with DCR management and with other key governmental partners to support and advance Archives and Records programs.

The North Carolina Archives and Records Section

Participants supported the following statements for the North Carolina Archives and Records Section:

- Wants to be recognized as the “go to” agency in all government records issues.
- Wants to be recognized as supporting staff with multiple internal means and tools to enable them to supply the public with information.
- Wants to be recognized as an effective outreach advocate and educator for our program.
- Wants to be recognized as a proactive agency that exploits technology to deliver information and services to our many users and customers.
- Wants to be recognized as the primary contributor to the identification and protection of the North Carolina essential public records by providing training, writing policies, scheduling essential records properly, reformatting essential records, and providing advice and resources to state and local officials.
- Wants to be recognized as the leader of records management issues facing state and local agencies by providing training on standards and best practices concerning public records.
- Wants to be recognized as a major resource for government records and historical information.
- Wants to be recognized as a premier state archival and records management program.

Areas of Focus

Participants were asked to develop a list of areas the organization needs to focus on to make their shared visions a reality. As a group they developed a list of areas that they felt the North Carolina Archives and Records Section needed to focus its time, energy, and resources on in the next three years.

The following focus areas were identified:

PARTNERSHIP DEVELOPMENT

- Foster collaborative efforts with state and local officials

STAFF DEVELOPMENT

- Focus on arrangement and description procedures and allocation of staff
- Better utilization of existing staff resources

OUTREACH AND EDUCATION

- Create a comprehensive public awareness, education, and outreach program

COLLECTIONS CONTROL AND MANAGEMENT TOOLS

- Create a comprehensive electronic records program
- Provide access and preservation of digital records
- Develop tool to receive digital content

RESOURCE ALLOCATION

- Focus on funding, staffing, and other resource procurement

ACCESS TOOLS

- Provide more records and finding aids through the Web

FOCUS AREAS FOR THE ARCHIVES AND RECORDS SECTION

The participants agreed to focus on their top three focus areas for the next three years.

Those top three focus areas are:

1. COLLECTION CONTROL AND MANAGEMENT TOOLS

Our goals are to:

- Develop methodologies to address processing backlogs;
- Plan and implement tools to enhance intellectual control of our collections;
- Plan and implement a digital repository to manage the lifecycle of digital assets in our custody.

2. EDUCATION AND OUTREACH

Our goal is to:

- Identify and inform all stakeholders about our function and roles, communicating through a variety of outreach tools and programs such as social media, online/on-site training, workshops/presentations, conferences/meetings, awareness opportunities, building and sustaining partnerships, and planned giving.

3. ACCESS TOOLS

Our goal is to:

- Provide online access to the records of North Carolina through an enhanced capability to host and deliver an increased number of digital surrogates and finding aids; and through access to our records life cycle management tools.