

NATIONAL ARCHIVES OF SCOTLAND

Corporate Plan

2007-08 to 2009-10



The **NATIONAL**
ARCHIVES
of **SCOTLAND**

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PART 1 – THE CONTEXT

1. Introduction

The National Archives of Scotland (NAS) is an associated department of the Scottish Executive and on 1 April 1993 became an Executive Agency. The NAS is one of Scotland's five National Collections, along with the National Museums, National Galleries, National Library and the Royal Commission on the Ancient and Historical Monuments. In 2006, ministerial responsibility for NAS passed to the Minister for Tourism, Culture and Sport.

The NAS is headed by the Keeper of the Records of Scotland, who is responsible to the Scottish Ministers for its management, performance and future development, within the terms of the Framework Document. The Keeper is also responsible to the Lord President of the Court of Session for the efficient management of the court and other legal records in Scotland.

This Plan sets out the functions, aims and key objectives of the NAS and specifies the standards to which NAS will undertake its work and the resources required for that work. This section of the Plan deals with NAS as a whole. Sections 2 to 12 contain information on individual aspects of the NAS's work. The Appendix to the Plan describes the constitutional, legislative and planning framework within which NAS operates.

2. Organisation

The NAS is organised into 2 Divisions – Record Services and Corporate Services, each headed by a Deputy Keeper.

Record Services Division

- Government Records
- Court and Legal Records
- Private Records
- Outreach Services

Corporate Services Division

- Accommodation Services
- Finance and Administration
- Information and Communications Technology
- Conservation Services
- Reader Services

3. Mission and Functions

The mission of the NAS is to select, preserve, and make available the national archives of Scotland in whatever medium, to the highest standards; to promote the growth and maintenance of proper archive provision throughout the country; and to lead the development of archival practice in Scotland.

Our functions, based on the mission, are:

- to select public records regarded as worthy of permanent preservation; acquire other historical records of national importance, or which otherwise merit preservation; divert, devolve or transfer records to other appropriate repositories; and make suitable arrangements for the disposal of other material;
- to preserve to archival standards all records selected for permanent preservation in the NAS;
- to promote public access to the information in the records; and increase access to the records through electronic means, the use of copies, and by producing catalogues, exhibitions and publications;
- to provide advice, guidance and support to owners and custodians of records held outwith the NAS, especially local authorities and other Scottish public authorities; and disseminate information on and facilitate access to such records;
- to take the lead in the development of archival and records management practice in Scotland; and
- to deploy the resources available to the NAS in the most effective and efficient manner.

4. Scottish Executive Policy

Ministers wish the National Collections to maintain their discrete functions, prestige and identities as centres of excellence, but to develop closer operational relationships with better co-ordination of strategy and policy and more joint activity.

Scottish Executive cultural policy has centred on delivering excellence, increasing participation, widening access among under-represented groups and delivery through ICT. In carrying forward the ministers' strategic vision, the Executive has set out a challenging agenda for the National Collections:

- guardianship and preservation of the Collections to the highest international benchmark standards;
- delivery of excellence in a national and international representational role;
- development of close operational relationships among the National Collections, with better co-ordination of strategy and policy, and more joint activity on service delivery;
- co-ordination of education and outreach activities among the National Collections and with Learning and Teaching Scotland;
- streamlining of administration and rationalisation of common functions where appropriate among the National Collections;
- provision of advice and assistance where appropriate to the non-national sector;
- development of standards for the sector, in consultation with stakeholders;
- contribution to the development of cultural entitlements.

5. Strategic View

5.1 Legislation on culture in Scotland is likely during 2007-8, and for NAS the challenge will be to develop our work on promoting better standards of record keeping and archive services across Scotland and providing leadership to the archives profession. This will include completing and implementing the definition of “proper arrangements” for local authority record provision, and working with the National Archives in London and the other devolved administrations on developing UK wide standards for archive services.

5.2 The ScotlandsPeople service, on the Internet, in the new centre and at local level, will be the major access project for NAS over the next 5 years, and many other policies will support it. We will work with GROS, the Lord Lyon and others to create a world class family history service on line, on site and across Scotland. To provide new content for the service, we will continue to work to digitise records of family history interest, seeking customers’ views to inform our decisions. We will promote a new experience for visitors to General Register House, with tours, events and excellent retail and catering services. These will play an important part in attracting new ancestral tourists to Scotland as part of Homecoming in 2009. We will monitor customer demand for an expansion of opening hours. We will work with a range of new partners on ScotlandsPeople 2, to expand the range of content available.

5.2 We will continue to work with Registers of Scotland on the Registers Archive Conversion project, with the aim of satisfying 75% of access and copy requests for sasines electronically. Initially this will be achieved on NAS premises, then from 2009 the service will be progressively taken over by Registers Direct, allowing a significant rundown of our legal business.

5.3 We will promote our education services, working with teaching professionals to develop new content based on our rich holdings, to support the schools curriculum. We will do this both on our own and increasingly in partnership with the national collections and with other heritage bodies.

5.4 We will play a major role in managing the transition from paper to electronic public records. We aim to be a centre of expertise in electronic records, and to provide a secure and trusted digital repository for the records of government in Scotland that are created in electronic form. We will use our expertise to advise government bodies and other public agencies on e-records.

5.5 We will secure accommodation to safeguard records of long term value, whether they are on paper or electronic. This will involve managing the increasing flow of records coming to us, through improved appraisal and narrower selection, looking at alternative storage options, and securing a long term increase in NAS own buildings capacity.

5.6 We will promote better record keeping by public bodies in Scotland through demonstrating good practice and offering advice, in order to support compliance with Freedom of Information and other legislation. We will also work with public bodies, particularly local authorities, to improve the standard of archive services across Scotland and support the entitlement of citizens to have access to information about their families and their communities.

6. Related Organisations

Scottish Records Advisory Council

The Scottish Records Advisory Council, whose members are appointed by the Scottish Ministers, submits proposals to Ministers, the Lord Justice General or the Lord President on questions relating to the public records of Scotland. The Keeper of the Records attends meetings of the Council, by invitation, and keeps the Council informed about his plans.

The Scottish Council on Archives (SCA)

SCA is a voluntary membership body representing archivists, owners and users of archives. The NAS is not a member, but supports the work of SCA in promoting Scottish archives. In 2007-8 the SCA will receive funding from the Scottish Executive and will employ full time staff for the first time. NAS has agreed to provide office space and some infrastructure to the SCA for a limited period while it gets established.

Scottish Archive Network (SCAN)

The SCAN project was successfully completed in 2004, and its final report is available on its website www.scan.org.uk. The company remains in existence, and will continue to help promote archives. NAS retains a minority of directors of the company, and provides it with limited accounting services.

7. Shared Services

As NAS has associated department status, a number of corporate services are provided by the core Scottish Executive. The Principal Finance and Establishment Officers for The Scottish Executive act as Principal Finance and Establishment Officers to the Keeper of the Records. These services are listed below.

▪ Finance (in part)	▪ Human Resources
▪ Internal Audit	▪ Media relations and publicity
▪ Welfare, Counselling and Employee Assistance	▪ Procurement advice
▪ Legal Services	▪ Security advice

The NAS also has a number of joint working arrangements with the General Register Office for Scotland covering:

▪ Buildings Management;	▪ Training and Development;
▪ Records Management;	▪ Library Services;
▪ Telephone Services	

The designation of NAS as one of the five National Collections, and the transfer of Ministerial responsibility to the Culture portfolio, presents significant opportunities for increased co-operation with other cultural bodies, to deliver efficiency savings for use in improving frontline services.

PART 2 – THE PLAN

SECTION 1 – Strategic Objectives and Performance Indicators

1.1 Strategic Objectives

The Strategic Objectives and Targets below are those set in the Spending Review Assessment 2004 as agreed by Ministers. Our success, or otherwise, will be gauged on how well we achieve these objectives and targets:

Strategic Objective	Target	Key Business Objective
To increase use of the records by the people of Scotland and others.	1. Over the SR2004 period, increase electronic access to the records by 10% per year.	4.3 (i), (iv), (vi)
	2. By March 2008, open the ScotlandsPeople Centre. Joint target with GROS.	6.3.(ii), 8.3(iv)
	3. By February 2008, launch image library with national collections partners, to raise the public profile of NAS holdings and develop new revenue streams.	5.3 (iii), 12.3 (iii)
To become a centre of expertise for archival and record keeping practice.	4. By March 2008, work with the archives profession to develop a framework of standards for public authorities that will assist them in creating and managing authentic, reliable records and in ensuring access to them over time.	2.3 (v), 3.3 (iii), 5.3 (vii)
To promote the physical well being of the records and guarantee long term access to them.	5. By March 2008, ensure that 75% of record storage in NAS complies with British Standard 5454.	6.3 (i), 9.3 (iv)
	6. By March 2008, 50% of public access to the records to be electronic, thereby reducing physical wear and tear on the original documents.	3.3 (iv), 5.3 (iii), 8.3 (iv), 8.3 (vii)-(xi) 9.3 (ii)
	7. By August 2007, have in place a system for accepting, preserving and making available electronic records from a range of Scottish public authorities.	2.3 (ii), (iii), 3.3 (i)
	8. By November 2007, submit to ministers a business case for long term strategy management of NAS record storage space, including reductions in the quantity of records, the use of alternative storage systems and the provision of additional building facilities.	6.3 (i), 12.3 (i)

1.2 Selected Key Performance Indicators

All performance indicators are reviewed annually and performance against them reported as part of a monitoring report to the quarterly Management Board. This paper is then published to the NAS website. Some of the key Performance Indicators for 2007-8 are given in the following table:

No	Measure	Target 2006-07	Target 2007-08
1	Number of visits to NAS websites (including SCAN, ScottishHandwriting, and ScottishDocuments):	920,000	920,000
2	New catalogue entries created	51,600	54,000
4	Quantity of records received in NAS, appraised and destroyed (shelf metres)	1300	800
5	Ensure storage accommodation complies with BS5454 environmental limits (defined as % of days in which it remains within 5% of limits)	98%	98%
6	Speed of productions to readers from same building: % within 30 minutes	95	95
7	Speed of productions to readers from another building: % within 24 hours	95	95
8	Speed of producing extracts: % within 4 working days	92.5	92.5
9	Speed of replies to correspondence: % within 20 days	95	95
10	Speed of cataloguing newly accessioned Court records: % within 6 months of accession	98	98
11	Number of visitors to NAS search rooms	12,000	12,000
12	Number of days lost per member of staff through sickness (should not exceed)	10.5	10

SECTION 2 – GOVERNMENT RECORDS

2.1 Function

To administer all aspects of NAS responsibilities for Government records in Scotland, including those of the Scottish Parliament.

2.2. Aims

To appraise Government records and to acquire those regarded as worthy of permanent preservation.

To promote public access to Government records held by the NAS.

To act as a centre of expertise on Government records.

To provide advice on Government records to NAS depositors and staff.

2.3 Key business objectives for 2007-08

i. By 30 June 2007, review NAS selection policy on government records and publish on website.

ii. By 31 December 2007, ensure completion of ‘Managing our Digital Records Project’ to enable introduction of EDRM in NAS during financial year 2008-09.

iii. By 31 December 2007, agree proposal document about NAS review procedures of Scottish Executive EDRM e-records with SE-IMU, and conduct comparison study within selected SE business area with high EDRM user compliance, into quality of the records created between previous paper files and e-records.

iv. By 31 March 2008, provide archival input and completion of GRB products to achieve live running of the NAS Digital Data Archive v.1, including:

- Input of GRB legacy data;**
- Testing of disaster recovery policies;**
- Testing of DDA procedure manual;**
- Introduce training materials for curatorial and administrative users of the DDA;**
- Contribute to BIP0008 working group (chaired by CLRB) to allow implementation of BIP0008 by 2007 and review of procedures by 2008;**
- Create a deposit agreement for born-digital records;**
- Set up DDA planning process to permit project development for ‘Access’ procedures by year 2008-09.**

v. By 31 March 2008, promote use of records management workbook to raise awareness of good records management practice in other public sector organisations, under the Freedom of Information (Scotland) Act 2002, section 61 Code of Practice.

vi. By 31 March 2008, quantify cataloguing backlog to achieve reduction in GRB legacy records by targeting 2 medium-sized collections and add completed catalogue entries to CALM.

2.4 Other objectives for 2007-08

- a. By 1 April 2007, update NAS's data protection registration with the UK Information Commissioner.
- b. By 31 December 2007, plan for commencement of First Review of NAS files to coincide with 5th anniversary of establishment of RMU, to ensure timely review of files by NAS branches during 2008-09.
- c. By 31 December 2007, raise awareness of data protection in NAS by introducing staff to the new NAS codes of practice on data protection through publication of codes on *theOracle*, NAS website, and provide updated information for 'welcome packs' and new staff induction workshops.
- d. By 31 January 2008, produce report for SRAC sub-group on the review and disposal of government records, at least three weeks in advance of the annual sub-group meeting, and present report at sub-group meeting in Feb 2008.
- e. Within one month of period being reported on, produce two reports on NAS accessions:
 - one for the period April 2007 to March 2008 for inclusion in the Keeper's Annual Report, and
 - one for the calendar year 2007 for the HMC.
- f. By 31 March 2008 achieve client management contact and obtain draft working agreements with 6 stakeholder bodies (other than the Scottish Executive & Scottish Parliament) during the 2007-08 reporting year.
- g. By 31 March 2008, devise and agree Cataloguing schema for receipt of Scottish Parliamentary records and finalise and obtain signed copy of Memorandum of Understanding.
- h. By 31 March 2008, provide active publicity programme for government or agency files, including possible mid-year Press Preview and publication of no more than 6 web-articles about file details, or information about completed GRB cataloguing achievements on the NAS web-site.
- i. By 31 March 2008, review GRB content as part of ORT review of NAS website, particularly 'Recordkeeping', to i) achieve updated contact information pages for stakeholders, ii) publication of NAS generic deposit agreement.

2.5 Performance targets and workload measures

1. Create **9,000** new catalogue entries and **200** modified/enhanced entries for the year 2007-08.
2. Appraise **700** linear metres of Scottish Executive & Agency files in year 2007-08.
3. Ensure **98%** of retransmission requests are despatched within **2** working days of receipt.
4. Ensure that **97%** of internal requests for existing files are met within **4** hours of receipt.
5. Log and provide replies to i) general enquiries within **20** working days and ii) Freedom of Information and data subject access requests within statutory time frames.

SECTION 3 – COURT AND LEGAL RECORDS

3.1 Function

To administer all aspects of NAS responsibilities for court and legal records in Scotland.

3.2 Aims

To appraise court and legal records in accordance with current legislation and acquire those regarded as worthy of permanent preservation.

To promote public access to court and legal records held by the NAS.

To act as a centre of expertise on court and legal records, including providing advice to senior management and ministers on public records policy.

To provide advice on court and legal records to NAS customers and staff.

3.3 Key Business Objectives for 2007-08

- i. By 31 July 2007, develop procedures for ingesting electronic records into the NAS Digital Data Archive in preparation for the receipt of electronic sasines.**
- ii. By 31 March 2008, identify and correct errors in existing precognitions data base entries (1989-1995) and in Solemn database entries for 1995, in order to allow NAS to meet its statutory obligation to identify and retransmit records to the courts, and so that a programme and timetable for identifying and correcting errors in years prior to 1995 can be established.**
- iii. By 31 March 2008, hold discussions with the Scottish Court Service and the various courts, in order to:**
 - promote good records management and raise the profile of the NAS within these organisations,**
 - increase their understanding of the NAS's role, especially with regard to the formulation of public records policy, resulting in agreed record retention schedules for the High Court and Crown Office and progress towards agreeing a similar schedule for the Court of Session.**
- iv. By 31 March 2008, work with ICT to implement an SQL server version of the Solemn database which will enable the addition of Sheriff Court and early High Court material and tie in with the development of a new NAS OPAC.**

3.4 Other Objectives for 2007-8

High Court & Crown Office: specific

- a. By 30 September 2007, key new transmission year (1996) of Justiciary summary appeal series High Court index cards (JC31) into the NAS OPAC, to permit access by the NAS Retransmissions Unit and the Court.**

- b. By 31 October 2007, catalogue new transmission of 1996 High Court material into the Solemn database and the NAS OPAC.
- c. By 31 December 2007, catalogue new transmission of JC34 Appeals (1996) into the Solemn Database and transfer entries into NAS OPAC.
- d. By 1 January 2008, catalogue Crown Office precognitions for 1932 release year, and Edinburgh High Court section 31 referrals for 1933.
- e. By 31 March 2008, catalogue new transmission of closed AD15 papers (1996) on the Precognitions database; and supply copy to the NAS Retransmissions unit, in order to answer Data Protection enquiries and ensure that NAS meets its 98% retransmissions performance target.

Court of Session: specific

- f. By 31 March 2008, convert keyed data from the Court of Session Acts & Decrees, 3rd series, 1810-1821 (Durie's and Mackenzie's Offices) (CS38-42) (10,253 entries), to link extracted processes with register warrant entries onto a CLRB database, and integrate into the NAS OPAC.
- g. By 31 March 2008 create 15,000 CALM entries for CS228, to help create a consolidated electronic catalogue for this series and thus allow easier searching by the public.
- h. By 31 March 2008 create 7,500 CALM entries for Duplicate Sasine Plans (RS230).
- i. Within 6 months of accessioning, create 1000 CALM entries for new transmission year (2001) of concluded sequestration processes (CS318).
- j. Within 6 months of accessioning, create 5000 CALM entries for new transmission year (2001) of extracted and unextracted processes (CS348).

Sheriff Courts: specific

- k. By 30 September 2007 reduce by 80% the bulk of civil processes transmitted during the year 2007-08 from sheriff courts.
- l. By 31 March 2008, achieve transmission of 6 sheriff courts (3 small, 2 medium, 1 large).
- m. By 31 March 2008, catalogue surviving Fatal Accident Inquiry records for 6 sheriff courts; (1 large; 4 medium; 1 small).
- n. By 31 March 2008, where these records can be integrated into existing series, catalogue the backlog of 18th and 19th century processes, deeds warrants and protests for Inverness Sheriff Court and integrate accordingly.

- o. By 31 March 2008, catalogue solemn trials from 1 sheriff court onto the Solemn Database as a pilot project and integrate within the NAS OPAC.

Other

- p. By 30 October 2007 draft for consultation a records schedule for the records of the newly created Justice of the Peace courts.

3.5 Performance targets and workload measures

1. Create 38,000 new catalogue entries for the NAS OPAC.
2. Create 3,000 new index entries for CLRБ databases.
3. Achieve space saving of 105 metres from new transmissions and existing record holdings following re-review.
4. Process new transmissions of adoption records received from sheriff courts within 2 working days of transmission, to pass to Legal Search Team for entry onto the confidential Adoptions database.
5. Catalogue 98% of court records within 6 months of accession.

SECTION 4 – PRIVATE RECORDS

4.1 Function

To administer corporate and private records held by NAS, and to take responsibility for relations with private organisations which do not deposit records, providing a source of expertise and advice to them on record keeping.

4.2 Aims

To appraise private records, acquiring those regarded as worthy of permanent preservation and promoting public access to them.

To act as a centre of expertise, providing advice on corporate, private and church records to NAS customers and staff.

To provide advice and support to owners and custodians of records held out with the NAS (in particular to private owners) and promote public access to them.

4.3 Key Business Objectives for 2007-08

- i. By 31 October 2007, improve consistency and quality of catalogues through a series of training seminars for NAS cataloguing branches.**
- ii. By 31 December 2007, develop a plan for educational resources based on the Dalhousie collection, in conjunction with OSB.**
- iii. By 31 March 2008, move appropriate Temporary Deposits (TDs) into accession system for cataloguing within NAS, measuring extent and complexity of backlog awaiting cataloguing by NRAS.**
- iv. By 31 March 2008, in participation with ORT, ICT and cataloguing branches, assist in design of prototype for new NAS OPAC to improve quality of public access.**
- v. By 31 March 2008, conduct sample survey of Church of Scotland Kirk Sessions to determine current extent of electronic record creation and, if necessary, prepare selection and preservation advice for dissemination.**
- vi. By 31 March 2008, produce report on current status of UCS photographic catalogue, identify work remaining and plan its completion, to increase public access.**

4.4 Other Objectives for 2007-8

- a. By 31 December 2007, review status of 1984 surveys of Episcopal church records to update information, with particular focus on Aberdeen Diocese to improve public access.**

- b. By 31 March 2008, hold seminars at three HE institutions to extend outreach programme to a wider range of higher educational users and publicise the services provided by NRAS.
- c. Ongoing: represent NAS on UK national networking and cataloguing initiatives to ensure that NAS continues to lead the development of archival practice in Scotland.

4.5 Performance targets and workload measures

1. Create 9,000 new catalogue entries for the year 2007-8.
2. Answer 95% of NRAS enquiries within 20 days.
3. Load 3,500 entries from new NRAS surveys provided by outside bodies and from old unconverted surveys for the year 2007-8.
4. Load 10,000 entries from NAS paper catalogues not on eCat for the year 2007-8.
5. Edit and enter all SCAN updates within one month of receipt, through 2007-8.

SECTION 5 – OUTREACH SERVICES

5.1 Function

To develop and manage relations with public organisations, which do not deposit records in the NAS, and to provide a source of expertise and advice to public authorities on good record keeping.

To promote and market NAS collections and services to increase access to its records and facilities by users.

5.2 Aims

To improve awareness of NAS collections to increase usage and understanding of Scotland's history.

To develop opportunities to market NAS services to customers and maximise revenue generation.

To provide advice and support to owners and custodians of records held outwith the NAS, in particular to local authorities and health boards.

To co-ordinate NAS involvement in external projects and exhibitions, in collaboration with the other National Collections.

To supervise arrangements for records held outside NAS under the charge and superintendence of the Keeper of the Records.

To increase the use of NAS archives in schools and learning as a national learning resource.

To provide a reference library service for staff and readers.

5.3 Key Business Objectives for 2007-08

- i. By 20 September 2007, complete, with external partners, the exhibition to mark the Union of the Parliaments, including the creation of additional learning resources for the display at Holyrood; and by 31 March 2008 complete an evaluation of the exhibition.**
- ii. By 31 December 2007, develop a plan for educational resources based on the Dalhousie collection, in conjunction with PRB.**
- iii. By 31 March 2008 prepare content and launch an online image library with a minimum of 1000 copyright cleared images and metadata.**
- iv. By 31 March 2008, complete pilot videoconferencing project with selected primary schools in Ayrshire and secondary schools in Fife and submit an evaluation report and business case to Senior Management to consider introducing this as part of the NAS education service.**

- v. **By 31 March 2008, complete delivery of NAS contribution to ‘A Union for a that’ education project (Union booklet, series of workshops and content for a DVD and evaluation).**
- vi. **By 31 March 2008, answer the expected minimum of 20 media enquiries involving filming, recording, photography or provision of images of NAS documents, and facilitate these services within 20 working days, in line with performance target 5.5.2.**
- vii. **By 31 March 2008, work with Scottish Executive to help provide archive guidance and standards to support the implementation of the Culture (Scotland) Bill.**

5.4 Other Objectives for 2007-08

- a. By 30 September 2007, arrange for press call / temporary display of Privy Seal patent to Chepman & Millar, to mark inception of the 500th anniversary of printing in Scotland.
- b. By 31 October 2007 publish the 2006-7 *NAS Annual Report*.
- c. By 31 December 2007, in conjunction with RSB design, publicise and test NAS publication survey, producing related report by 31 March 2008.
- d. By 31 March 2008, prepare scoping study for exhibition at WRH on book trade theme to mark 500th anniversary of printing in Scotland.
- e. By 31 March 2008, develop and add new content and 2 new resources to the SAfS website.
- f. By 31 March 2008 develop 12 monthly feature image articles for marketing the online image library.
- g. By 31 March 2008 select, catalogue and arrange digitisation of minimum of 100 images for addition to the launched online image library.
- h. By 31 March 2008 generate a minimum of 100 registered customers for the online image library site.
- i. By 31 March 2008, revise, redesign and print 6 NAS leaflets, and arrange for them to be available online.
- j. By 31 March 2008 to review and catalogue on CALM the backlog of books in the Transport, Rolls and SRP [NAS publications] classes.

5.5 Performance targets and workload measures

1. Deliver a minimum of 10 specialist talks/workshops on the NAS to university undergraduates and post-graduates; and a minimum of 10 education workshops to teachers and pupils.
2. Answer 95% of education and media enquiries within 20 working days.
3. Answer 95% of image enquiries within 20 working days.
4. Accession and catalogue all new library material within 5 working days.

SECTION 6 – ACCOMMODATION SERVICES

6.1 Function

To support the work of the NAS by arranging the supply of appropriate accommodation for the records, customers and staff.

6.2 Aim

To maintain a safe, secure and comfortable working environment for customers and staff, and exercise appropriate stewardship of historic fabric of NAS property.

6.3 Key Business Objectives for 2007-08

- i. By 30 November 2006, complete the revised Business Case for the proposed new TTH2 building. Significant milestones will be:**
 - by 31 May 2007, cost consultants appointed;
 - by 31 August 2007, costed options provided;
 - by 30 Sept 2007, a Gateway Review (Gate 0) of the project undertaken;
 - by 31 October 2007, draft Business Case presented to Management Board.
- ii. By 30 November 2007, complete the GRH part of the refurbishment programme for the Scottish Family History Service. Significant milestones will be:**
 - by 1 May 2007, legal search firms relocated to Roberson Wing;
 - by 1 July 2007, Reid room available for testing of IT systems
 - by 1 October 2007, shop and reception area ready for opening.
- iii. By 31 December 2007, achieve Energy Efficiency accreditation for NAS. (Note: specific targets for energy efficiency are contained in the NAS Sustainability document, which can be found in the Corporate_Strategic Documents area of theOracle)**

6.4 Other Objectives for 2007-08

- a. By 31 August 2007, ensure upgrade to WRH disabled toilet is completed.
- b. By 31 March 2008, complete essential structural repairs at TTH.
- c. By 31 March 2008, develop H&S procedures in line with RoSPA audit recommendations.

6.5 Performance targets and workload measures

1. In 2007-08, achieve a reduction in NAS energy consumption by 2½% compared with 2006-07 levels.
2. In conjunction with CSB, ensure that 45,738.41 metres of storage accommodation complies with BS5454 environmental limits, staying within 5% of limits for 98% of the days in 2007-08.
3. Ensure that all public search rooms are cleaned before 09.00 hours each day.

4. Ensure the staff rest rooms are cleaned by 09.45 hours each day and that the offices, corridors, and toilets are cleaned efficiently to minimise disruption to staff.

SECTION 7 - FINANCE AND ADMINISTRATION

7.1 Function

To support the work of the NAS by providing in liaison with the appropriate Scottish Executive Divisions, finance, procurement and other central services,. (The Principal Finance Officer and Principal Establishment Officer for the Scottish Executive (SE) are also PFO and PEO for the NAS.) The branch is responsible for the purchase of all goods and services made by NAS. It is also responsible for ensuring that administrative procedures throughout the NAS are consistent.

7.2 Aims

To prepare bids for spending review and budget rounds and to monitor annual expenditure to ensure that it stays within budget provision.

To assist budget centre managers in planning and monitoring of budgets and to co-ordinate all finance, procurement and personnel-related activity, ensuring prompt and proper discharge of NAS' responsibilities.

To administer the NAS capital expenditure budget.

To purchase all goods and services on behalf of NAS, ensuring value for money is achieved and to provide procurement advice to all NAS staff and ensure all purchases are made in accordance with Government purchasing rules.

To ensure that all invoices and income received are processed in accordance with the *Scottish Public Finance Manual*.

To ensure NAS complies with Audit requirements.

To assist SE Finance colleagues in the production of the annual accounts for NAS and other financial matters.

To ensure working practices on administrative matters (flexible working hours (FWH), sick leave, overtime, etc.,) are consistent across the NAS and in line with SE rules.

7.3 Key Business Objectives for 2007-08

- i. By 20 April 2007, (Friday of week before), and at each subsequent quarter, provide the required financial monitoring information for NAS Management Board meetings.**
- ii. By 27 April 2007, agree end-year timetable with Accountancy Services.**
- iii. By 29 June 2007, review and reconcile all fixed assets against those held on the 'Britannia' database.**
- iv. By 29 June 2007, ensure that outline financial processes and procedures are in place for the NAS interaction with partners for the ScotlandsPeople centre and**

by 28 September 2007, ensure that all related finance systems are established and tested.

v. By 30 September 2007, review fees and charges for NAS and agree input to SFHS charges.

vi. By 15 March 2008, provide first draft of 2007-08 Budget for consideration of the Management Board.

7.4 Other Objectives for 2007-08

- a. By 16 April 2007, (and each subsequent month), provide Branch Heads with previous month's expenditure monitoring reports.
- b. By 12th working day of each month, make cash Management report to SE Finance, including monitoring of past performance.
- c. By 30 April 2007, ensure that all financial systems are in place to provide assistance with the Legal Search Companies' move to the Robertson Wing.
- d. By 31 May 2007, conduct review of Government Procurement card and NAS credit/debit card services and report to Management Board, with a view to increasing the scope and use of the card for NAS purchases.
- e. By 30 September 2007, provide support and direction for OSB to establish a coherent sales system, for existing and ongoing income streams.
- f. By 30 September 2007, assist other branches with shelving needs assessment for TTH, to establish planning basis of subsequent phase, in conjunction with key partners.
- g. By 30 September 2007, complete new till systems implementation in the ScotlandsPeople centre, with financial management support systems and establish a plan for revised till system within the NAS.
- h. Ongoing, within 6 weeks of receipt of audit reports, provide substantive responses to action points.

7.5 Performance targets and workload measures

1. Ensure 98% of payments made within 30 days of receipt of goods and invoice, or within other terms as agreed.
2. Purchasing:
 - Routine purchases: on receipt of approved requisitions, place order within 3 days;
 - Sealed bid or OJEC procedures: on receipt of approved requisitions, agree draft outline procurement timetable with the requisitioner within 5 days.
3. Complete monthly debtor review within 2 weeks of month end, to ensure debtor management is effective.
4. Flexible Working Hours:
 - Process FWH updates within 2 working days of their receipt in FAB;
 - Create and issue weekly reports each Tuesday;
 - Create and issue period-end reports within three working days.
5. Reconcile attendance management reports from SE HR, within 2 weeks of receipt of information, to ensure that details are accurate.
6. Produce the monthly staffing return for Branch Heads by the 5th working day of the following month.

SECTION 8 – INFORMATION AND COMMUNICATIONS TECHNOLOGY

8.1 Function

To support the work of the NAS by arranging the supply of appropriate information technology services, including voice and data communications.

8.2 Aims

To develop the NAS' information systems in line with the agreed ICT strategies and business requirements, including the procurement of appropriate hardware, software and expertise.

To develop and maintain an ICT and IS infrastructure for the NAS that will give staff and customers full access to all relevant systems and data.

8.3 Key Business Objectives for 2006-07

Infrastructure and Applications Development

- i. By 31 May 2007, introduce a software solution to enable NAS to improve the energy efficiency of its desktop PC systems, aiming to demonstrate a 10% reduction in the amount of energy used by the NASnet desktop systems (to be measured over a two week monitoring period).**
- ii. By 30 June 2007, present an options paper on modernising the IT technologies in use in the search rooms.**
- iii. By 30 June 2007, have in place the infrastructure to enable the Digital Data Archive (DDA) project to go live in July.**
- iv. By 31 October 2007, complete the implementation and testing of the IT infrastructure, systems and service delivery mechanisms necessary to launch the Scottish Family History Service.**
- v. By 31 March 2008, produce the technical design and application structures for a redeveloped SCAN website.**

Online Resources team

- vi. By 31 December 2007 submit a review of the NAS websites to Senior Management Board.**
- vii. By 31 December 2007 carry out testing of the redesigned Scottish Documents website in consultation with project partners.**
- viii. By 31 March 2008, plan and implement systems for imaging all microfilm of valuation rolls (VRs), imaging VRs for the mid-census years from 1855-1955 and indexing the VRs for the years 1855-6 and 1865-6.**

Digital Access team

- ix. By 31 July 2007, produce system for Electronic DIU Performance System for optimising performance and quality control.**
- x. By 31 December 2007, produce new OPAC System in line with the agreed User Requirements document.**
- xi. By 31 December 2007, develop SQL server version of the Solemn database which will enable the addition of Sheriff Court and early High Court material.**

8.4 Other Objectives for 2007-08

Infrastructure and applications development

1. By 30 June 2007, implement the first phase of the printer review strategies to improve the effectiveness and efficiency of printing across NASnet.
2. By 30 June 2007, implement the infrastructure necessary to establish a formal GIS infrastructure.
3. By 30 August 2007, present a paper detailing the benefits and options for establishing a Project Support Office function to integrate and improve business planning and coordination across the office.
4. By 30 August 2007, produce the technical design and application structures for a redeveloped Scottish Documents 2 website.
5. By 31 October 2007, put in place a test wireless networking solution to enable a formal evaluation to be carried out.
6. By 31 January 2008, develop upgraded browser-based versions of the Transmissions and Records Locations business systems.
7. By 29 February 2008, upgrade the NASnet data backup solutions in line with the agreed ICTB strategies to deliver more efficient and flexible backup solutions to the organisation.
8. By 31 March 2008, carry out a user survey to measure the performance and effectiveness of the Helpdesk service.

Online resources team

1. By 31 May 2007 add 2,000 volumes of digital images to Scottish Documents website and implement systems for addition of remaining digital images of kirk session, presbytery, synod and General Assembly records
2. By 31 March 2008 create 4 tutorials on testaments for the Scottish Handwriting website.
3. By 31 March 2008 complete digitisation of a further 9200 Edinburgh and Midlothian sasines volumes (RS108) for the RAC project (GSU and evening shift).
4. By 31 March 2008 convert at least 3 of the 5 major areas of the SCAN website (About SCAN, Online Catalogue, Research Tools, Digital Archives and Directory) to redesigned website template on NAS staging area, and implement plan for conversion of the remainder and the re-launch of the site in 2008/9.

Digital Access team

1. By 31 July 2007, upgrade the agreed SCAN CALM sites (*after installation of CALM upgrade at NAS*).
2. By 30 Sept 2007, upgrade to the latest version of Geographical Information System (GIS), including hardware refurbishment.
3. By 31 December 2007, investigate and produce programme of work for Geographical Information System (GIS) Web browser facility.
4. By 31 December 2007, develop Soldiers Wills Version 2.
5. By 31 December 2008, develop Confirmations Index [1960-1984] Database (RSB-LSR).

6. By 31 March 2008, initiate programme to digitise negative photostat Sasine Deed Volumes.
7. By 31 March 2008, upgrade NRAS Database to SQL Server version (v2), currently MS Access Database.
8. By 31 March 2008, provide technical advice and assistance to Managing Our Digital Records Project.

8.5 Performance targets and workload measures

1. Achieve network availability of 98.5% between the hours of 08:30-17:00 hours and 99% availability out with these times during office opening hours (excepting planned maintenance of no more than 1 hour per month in core time and 2 hours per month in non-core time).
2. Respond to requests for updates for NAS website and *theOracle* within 3 working days.
3. Create a new document of the month area on the NAS website, incorporating the content provided by the On-line Resources Team, within 10 working days of receipt of the content.
4. Respond to calls to the Help Desk within the specified target response times, attaining 97% compliance, and to RFCs within 5 working days of a request being logged.
5. Answer testaments enquiries from www.scotlandsppeople.gov.uk within 3 days of receipt.
6. A3 digitiser to produce 3500 images per month.

SECTION 9 – CONSERVATION SERVICES

9.1 Function

To ensure the conservation, preservation, storage and access of NAS collections and to support the work of the other branches with their responsibilities for the care of the records.

9.2 Aims

To ensure storage, production and transportation of NAS collections in compliance with professional standards.

To provide conservation and preservation primarily for NAS but also to act as a centre of expertise and advice to Scottish archives, Scottish Executive Departments, Scottish Courts Administration and the private owners of historic collections in Scotland.

To provide conservation and preservation advice on all aspects of collection care for charge and superintendence collections and undertake PAS and Benchmark audits to enhance national knowledge.

9.3 Key Business Objectives for 2007- 2008

- i. By 31 May 2007, complete work on all record moves for TTH2A including update of Record Locations System.**
- ii. By 30 June 2007, undertake preliminary survey to inform the following proposed digital programmes: pre-1900 Roman Catholic parish registers, related series of cemetery records and records of the Bishopric of the Forces and Sasine Registers 1780-1871.**
- iii. By 31 August 2007, carry out conservation work (together with other organisations) to support Forth Bridge exhibition to be held in September/October.**
- iv. By 30 September 2007, in association with RSB, identify and plan record moves across all three buildings to support ScotlandsPeople and RAC project and make most efficient use of space. Moves to be completed by 31st March 2008.**
- v. By 31 December 2007, develop the box making service to incorporate on line ordering across all 3 NAS sites and delivery of service via *theOracle* and ensure delivery targets are established and maintained.**
- vi. By 31 December 2007, undertake survey and document ink corrosion within major NAS record series ensuring staff awareness is raised and appropriate protocols are in place to support preservation.**

9.4 Other Objectives for 2007- 2008

- a. By 31 December 2007, review and consider potential for incorporating all Branch accessions Acc series in designated sections of TTH2A.
- b. By 31 December 2007, provide report and policy on long term storage of photographic collections in NAS with specific reference to ensuring preservation of plastic film based media and work with Head of Maps and Plans/RSB to establish complementary policies for cataloguing standards, access and storage.
- c. By 31 January 2008, deliver handling refresher events to all NAS staff.

- d. By 31 March 2008, submit draft of preservation policy to Senior Management Board.
- e. By 31 March 2008, complete upgrade of storage and preservation of UCS collections to professional standards within high density storage and establish plastic negative freezer storage to ensure long term preservation of this vulnerable area of the collections.
- f. Ongoing, provide conservation services for documents being loaned for the following exhibitions: Treaty of Union, Shetland Museum, Bard Hunter /V&A, History of Parliament.
- g. Ongoing, support Online Resources Team digitisation projects with provision of conservation treatments, pre project survey and inputting to project planning and organisation.
- h. Ongoing, undertake PAS surveys on NAS collections GD45 and unspecified store at TTH to support VOC project and enhance acquisition knowledge of GD45.

9.5 Performance targets and workload measures

1. Complete sealing of letters patent and all sealing requirements of the Great Seal within 24 hours receipt into NAS.
2. Package all sensitive photographic collections for CLRB within 3 weeks of referral.
3. Complete all processes for 12 volumes of RD23 and D19 records within 5 days.
4. Respond to search room requests for digital imaging and ensure RSB staff remain updated on progress within 3 working days of receipt of request.
5. Speed of productions to readers within the same building:
 - Produce 95% of records within 30 minutes.
 Speed of productions to readers for readers from another building:
 - Produce 92.5% or records ordered by 3pm one day for 11 am the next.

SECTION 10 - READER SERVICES

10.1 Function

To make the records held by the NAS available to the public

10.2 Aims

To provide access to open, historical records held by the Keeper.

To provide access, on payment of appropriate charges, to public registers and other records for commercial purposes

To answer historical and commercial enquiries about records held by NAS, and to direct enquirers elsewhere as appropriate.

To develop the NAS as a centre of expertise on topographical plans and architectural and technical drawings

10.3 Key Business Objectives for 2007-08

- i. By 30th April 2007, to have managed the move of the Legal Search Room from the Dome to the Robertson Wing in GRH whilst minimising disruption and maintaining services.**
- ii. By 30th September 2007, complete a review fees and charges in tandem with FAB and DIU.**
- iii. By 30th September 2007, in association with ASB, identify and plan record moves across all three buildings to support ScotlandsPeople and RAC project and make most efficient use of space. Moves to be completed by 31st March 2008.**
- iv. By 31st October 2007, identify and plan areas where training would be appropriate for all staff in the search rooms, to take into consideration the legal move and the opening of the ScotlandsPeople Centre.**

10.4 Other Objectives for 2007-08

- a. By 30th April 2007, complete the review of the HSR/LSR signage.
- b. By 31st May 2007, complete the revision of the auto-response template.
- c. By 30th June 2007, revise search room related text on the Internet and Intranets.
- d. By 31st August 2007, consider and report on how to improve and develop our service concerning adoptions.
- e. By 30th September 2007, complete the revision of the existing templates/shell letters.
- f. By 30th November 2007, evaluate use of the RAC Search system from the HSR users' perspective.
- g. By 30th September 2007, complete the re-cataloguing of the original negatives RH4 church records.
- h. By 31st December 2007, in association with CSB, develop cataloguing guidelines for photographic material in NAS collections.

- i. By 31st March 2008, deliver four public talks over the year on family and local history sources.

10.5 Performance targets and workload measures

1. Produce replies to 95% of general enquiries within 20 working days.
2. Produce 90% of quick copies in the Legal Search Room within 24 hours.
3. Speed of productions to readers from the same building:
 - Produce 95 % of records within 30 minutes.
4. Speed of productions to readers from another building:
 - Produce 92.5% of records ordered by 3pm one day, for 11 am the next day.
5. By 30th September 2007, survey 1,412 Ancient Monument files (MW1), extracting plans and adding them to RHP series.

SECTION 11 – THE DEVELOPMENT CENTRE

Background

Training and development in NAS is administered by the Development Centre (DC), based at Ladywell House, under a joint working arrangement with the General Register Office for Scotland.

11.1 Function

To support the work of the NAS by providing training and development facilities and advice on project management.

11.2 Aims

To arrange training and development opportunities for staff.

To arrange customised induction for new staff.

To run ongoing programmes of European Computer Driving Licence (ECDL) and ECDL advanced training (the DC is an accredited ECDL Test Centre).

To co-ordinate the British Computer Society Professional Development Scheme for IT specialist staff and advise on a development scheme for archivist and conservator staff.

To provide internal consultancy to staff on request, on e.g. HR/development matters.

To manage/co-ordinate corporate initiatives that improve the effectiveness of the department (eg Scotlands health at Work, Investors in People, Employee Survey).

To help arrange and facilitate at NAS away days.

To evaluate learning activity to ensure business needs are met and that we achieve value for money.

11.3 Key Business Objectives for 2007-08

- i. By 30 April 2007, to agree with branch heads the strategic learning needs of their teams to inform planning.**
- ii. By 31 May 2007, run “Dignity at Work” seminars for NAS staff.**
- iii. By 30 June 2007, to review completed learning plans from staff to enable appropriate learning opportunities.**
- iv. By 31 July 2007, to review NAS induction procedures and the NAS Induction Welcome Pack.**
- v. By 31 August 2007, to run Attendance Management seminars for NAS staff.**
- vi. By 31 March 2008, to run an Effective Management Programme which will include line managers in NAS.**

11.4 Other Objectives for 2007-08

- a. By 31 May 2007, produce a report evaluating the training and development undertaken by NAS staff in the previous year.
- b. By 31 August 2007, assess the need for stress awareness/management training, following a pilot exercise in March 2007.
- c. By 31 March 2008, organise 4 lunchtime seminars (to run as part of a wider programme of NAS seminars) to increase staff awareness about subjects of wider SE or other interest, including Scotland's Health at Work (SHAW).
- d. By 31 March 2008, create 3 fact sheets on topics of interest so that staff have easy access to hints and tips on a variety of subjects which are helpful to them in their daily work.
- e. Ongoing - arrange training in ECDL and by 31 March 2008 launch ECDL Advanced to help raise the level of IT competence in the NAS.
- f. Ongoing - take appropriate actions to maintain the SHAW Bronze award.

11.5 Performance Targets and Workload Measures

Learning Plans

- Personal Learning Plans to be requested from each member of staff who has learning needs (aim for 75% return rate).
- Arrange training by date specified by staff member (approximately 100 per annum).
- Arrange and run essential corporate training events (approximately 10 per annum).

Inductions

- Customised induction for each new entrant – checklist/evaluation completed for each and aim to have forms returned to the Development Centre within 4 weeks of start date (approximately 12 per annum).
- Tours of GRH, WRH and TTH to be held at least twice a year.

Evaluation

- Personal Learning Logs to be requested for each major piece of learning within approximately 3 months.

ECDL

- Aim for 2 staff to achieve at least 2 modules during 2007-08.
- Aim for 2 staff to achieve full licences by 31 March 2008.

SECTION 12 – SENIOR MANAGEMENT

12.1 Function

To provide leadership and strategic direction for the NAS and manage the NAS according to the terms of the Framework Document.

12.2 Aims

To develop strategic and corporate plans for NAS and ensure adequate resources are in place to carry them out, in order to ensure delivery of the mission, aims, objectives and targets.

Manage change affecting the NAS, so that the quality of service to customers, and working conditions for staff, are maintained or improved.

To agree and monitor performance measures and targets for the NAS with our sponsors in the Scottish Executive (Constitution and Parliamentary Secretariat).

To ensure sound financial management, and that NAS meets duty of best value and efficient government objectives.

To ensure that NAS maximises the opportunities for joint working with other appropriate organisations, in particular the other National Collections.

To ensure NAS leads the development of archival and records management practice in Scotland and provides all its staff with suitable opportunities for career and professional development.

To provide advice to Ministers and the Scottish Executive on records and information policy.

12.3 Key Business Objectives for 2007-08

- i. By 31 October 2007, submit a completely revised Business Case for NAS future accommodation to Ministers.**
- ii. By December 2007, complete improvements to NAS governance, including appointment of non-executive directors and revision of framework agreement.**
- iii. By 31 March 2008, develop NAS marketing plan, including launch of image library in January 2008; plan for events hosting at GRH from March 2008, and devise a new brand strategy for NAS.**
- iv. By 31 March 2008, achieve further improvement in the annual rate of sickness absence in NAS.**
- v. By 31 March 2008, achieve increased engagement by staff throughout the office, as reflected in the annual survey.**
- vi. By 31 March 2008, ensure the department meets its statutory responsibilities under the Gender, Race and Disability Equality legislation.**

12.4 Other Objectives for 2007-08

- a. By 28 February 2008, hold bilateral meetings with Branch Heads, and by 31 March produce the Corporate Plan for 2008/09.

- b. Arrange meetings: quarterly with Management Board, Information Systems Planning Group, Security Working Group, and Health & Safety Committee: three times a year with Audit Committee: eight times in the year with Branch Heads and with Senior Management.
- c. One week before each Management Board meeting, ensure that all papers are delivered to our external members;
- d. Represent NAS and Scottish archives on national and international bodies, including the Society of Archivists and the International Council on Archives.

12.5 Performance targets and workload measures

- 1. Respond to customer complaints in 10 working days.
- 2. Ensure NAS responds to Freedom of Information enquiries within the deadlines specified in the legislation (20/30 days).
- 3. Ensure number of days lost per member of staff through sickness does not exceed 10.5 and the average number of spells of absences per staff member does not exceed 2 days, during 2006-07.
- 4. Hold 6 'Keepers' meetings during the year open to all staff and with at least one held in each building.

SECTION 13 – HEALTH AND SAFETY

13.1 Background

The National Archives of Scotland recognises that high standards in health and safety are an integral element of efficient business management. A good health and safety performance contributes significantly to the overall efficiency and effectiveness of our operations and to the welfare of our staff. To support this key objective adequate financial and physical resources will be made available to develop and maintain a comprehensive safety management system.

Health and safety is the responsibility of all managers in the National Archives of Scotland and is equal in importance to our other business activities. Management will work with staff to pursue progressive cost effective improvements in health and safety performance by:

- Ensuring commitment of employees to clear health and safety objectives;
- Taking full responsibility for controlling factors that could lead to ill health, injury or loss;
- Communicating appropriate health and safety information and encouraging co-operation;
- Working closely with the Trade Union Side in accordance with Partnership arrangements.

13.2 Key Objectives for 2007-08

- i. By 30th June 2007, ensure that the regular cycle of quarterly Health and Safety committee meetings has been established;**
- ii. By 30th September 2007, define clearly and publish health and safety roles and responsibilities for all staff;**
- iii. By 31st October 2007, establish a suite of procedures to guide the management of health and safety in NAS;**
- iv. By 30th September, review the current induction processes to ensure that all new starts receive key health and safety information.**

PART 3 - GLOSSARY

ASB	Accommodation Services Branch
BS5454	British Standard: Recommendations for the storage and exhibition of archival documents
CALM	Software used in the cataloguing of archives
CLRB	Court and Legal Records Branch
CSB	Conservation Services Branch
DDA	Digital Data Archive
DIU	Digital Imaging Unit
DP	Data Protection
EAD	Electronic Archival Description
ECDL	Electronic Computer Driving Licence
EDRM	Electronic Document Records Management
EIR	Environmental Information Regulations
EOS	Electronic Ordering System
ERDM	Electronic Records Document Management
FAB	Finance and Administration Branch
FOI	Freedom of Information
FWH	Flexi Working Hours
GRB	Government Records Branch
GRH	General Register House
GROS	General Register Office for Scotland
GSU	Genealogical Society of Utah
HMC	Historical Manuscripts Commission
HSR	Historical Search Room
ICTB	Information and Communications Technology Branch
ISPG	Information Systems Planning Group
LSR	Legal Search Room
NAS	National Archives of Scotland
NASnet	The NAS computer network
NRAS	National Register of Archives for Scotland
NRH	New Register House
OPAC	Online Public Access Catalogue
OPSI	Office of Public Sector Information
ORT	Online Resources Team
OSB	Outreach Services Branch
OSIC	Office of the Scottish Information Commissioner
PAS	Preservation Assessment Survey
PD0008	British Standards Institution Code of Practice concerned with the 'Legal Admissibility and Evidential Weight of Information Stored Electronically'
PRB	Private Records Branch
RAC	Registers Archive Conversion
RFC	Request for Change
RoS	Registers of Scotland
RSB	Reader Services Branch
SAFS	Scottish Archives for Schools
SCA	Scottish Council on Archives
SCAN	Scottish Archive Network
SCS	Scottish Court Service

SD	Scottish Documents website (www.scottishdocuments.com)
SE	Scottish Executive
SFHS	Scottish Family History Service
SH	Scottish Handwriting website (www.scottishhandwriting.com)
SHAW	Scotlands Health at Work
SRAC	Scottish Records Advisory Council
<i>theOracle</i>	The NAS intranet
TLFA	Top Level Finding Aid
TTH	Thomas Thomson House
TTH2	Thomas Thomson House extension
VOC	Volatile Organic Compounds
WRH	West Register House