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STRATEGIC PLAN

FISCAL YEAR 2024-2028

FY25 Annual Performance Measures

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COMMISSION OF PUBLIC RECORDS SERVICES

The statutory duty of the Commission of Public Records (CPR) is to employ a state records administrator to assist with the administration of the Public Records Act [Section 14-3-1 NMSA 1978 et seq.]. The state records administrator is the official custodian and trustee for the state of all public records and archives of whatever kind that are transferred to the SRCA from any public office of the state or from any other source. To accomplish this, the administrator is responsible for establishing a records management program for the application of efficient and economical management methods to the creation, utilization, maintenance, retention, preservation, and disposal of official records.

The act also provides for the establishment of a records center in Santa Fe, which is commonly known as the State Records Center and Archives (SRCA).

In addition to records management and preservation, the state records administrator is statutorily required to administer the State Rules Act (Section 14-4-1 NMSA 1978 et seq.). This act governs the official filing and publication of rules developed by executive agencies of New Mexico state government.

For purposes of the Accountability in Government Act (Section 6-3A-1 NMSA 1978 et seq.), the CPR identified a single program - records, information, and archival management - and four activities (or sub-programs). These activities are administration, public records management, administrative law, and New Mexico history and are administered through the following organizational units:

* Administrative Services Division
* State Archives of New Mexico
* Records Management Division
* Administrative Law Division
* Office of the State Historian
* Information Technology Management Division

Our VALUES reflect the staff’s long-standing commitment to public service, openness, and

protection of the records we hold in trust.

* Honesty
* Excellence
* Accountability
* Respect
* Teamwork
* Safety

Our VISION of the SRCA is to be the state’s leading resource on matters relating to records and archives management, information governance, administrative law, and New Mexico history.

Our MISSION is to strengthen democracy, protect citizens’ rights, and promote government accountability by:

* Preserve, protect, and facilitate access to public records that are held in trust for the people of New Mexico;
* Ensure rules promulgated by state agencies are filed and published as prescribed in law and are

accessible;

* Advocate an understanding and appreciation of New Mexico history; and
* Develop records and information management programs for state agencies.

# MESSAGE FROM THE STATE RECORDS ADMINISTRATOR

The State Records Center and Archives (SRCA) serves New Mexico by ensuring the proper management and protection of public records. This mandate includes making the records accessible to the public for legal and historical purposes. This responsibility is considerable given that our democracy relies on public records to document and defend the rights of its people.

Through the administration of the Public Records Act, the State Rules Act, and through participation in the Cultural Properties Act, the agency and its staff provide the following key services to the public:

• Develop efficient and effective records management programs and assist with the proper

disposition of public records;

• Collect, preserve, and make available to the public and all branches of government, permanent public records, historical manuscripts, photographs and other materials that contribute to an understanding of New Mexico history;

• Serve as filing point for rules promulgated by executive-branch agencies, for interstate

compacts, and for county subdivision regulations;

• Manage, preserve, and make available to the public filed rules, notices, and other instruments;

• Advance an understanding and appreciation of New Mexico’s history and culture through interpretive research, outreach, educational programming, presentations, and publication; and

• Serve on the Cultural Properties Review Committee, reviewing proposals for the preservation of cultural properties to protect and enhance structures, sites, and objects of historical significance within the state.

In fulfilling our statutory obligations to New Mexico’s citizenry, it is our goal to provide quality customer service in a timely and professional manner. To accomplish this task, we have developed the following five-year strategic plan for fiscal years 2024-2028 and annual performance measures for fiscal year 2025.

By early 2023 the staff of the SRCA had returned to work at our Santa Fe and Albuquerque facilities after three years during which we modified our operations and work regime because of the COVID-19 pandemic. One valuable lesson we learned during the pandemic is that hybrid meetings and Zoom trainings provide more opportunities for participation in our activities, particularly by members of the public who do not live in the Santa Fe area. We also learned that having patrons make appointments prior to visiting the state archives has proven to be more efficient for the archives staff and researchers.

We are especially pleased, given our mission to protect and preserve state records, that we now have three new HVAC units to control temperature and humidity in sensitive areas and a completely new roof, including for the records center, which was chronically prone to leaks.

Rick Hendricks, PhD

State Records Administrator

#  MONITORING PLAN

Monitoring progress in meeting the strategic goals and specific annual action steps has always been a part of the agency’s strategic planning process. Division directors and others responsible for designated performance measures are charged with developing internal tracking methods and for maintaining the requisite statistics to measure progress. They are required to report the statistical data and/or provide a narrative explanation on a quarterly basis.

Division directors and others responsible for measures must report progress by the 20th day of the month following the end of a quarter. Measures are considered on schedule during the year if they have been completed in conformance with the target or if sufficient progress has been made or sufficient time is remaining to assume that the target can reasonably be expected to be achieved.

The agency has also entered the required monitoring information in the Department of Finance and Administration performance monitoring database.

**FISCAL YEAR 2025 LEGISLATIVE PERFORMANCE MEASURES**

Number of state employee trainings on filing and publishing a notice of rulemaking and rules

in compliance with the State Rules Act. Target: 24

**Additional FY25 Performance Measures Required**

Number of trainings offered to state employees on the proper management of public records in compliance with the Public Records Act. Target: 24

Number of records preserved, rehoused, described, and made available online via a descriptive

finding aid to support law enforcement, attorneys, the courts, and the public. Target: 8,000.

Number of agency educational, research, preservation and community outreach activities that foster and facilitate an appreciation and understanding of New Mexico history and culture.

Target: 25

Number of days to compile and post all rules onto the New Mexico Administrative Code website from their effective date. Target: 30

Percent of requests by records custodians for access to public records in the records center within

24 business hours and percent of requests to access archival holdings within two hours of on-site request, adhering to any applicable laws. Target: 100%

# ADMINISTRATIVE SERVICES DIVISION

### RESPONSIBILITY

### RESPONSIBILITY

The Administrative Services Division (ASD) provides support services to the program divisions of the agency. Division services include budget, personnel, procurement, accounting, facilities management, security coordination, and federal grant reporting. The state records administrator (SRA) is the director of the agency and provides overall direction and management. The SRA is responsible for the administration of the Public Records Act and the State Rules Act, as well as portions of other statutes. The deputy serves in the absence of the SRA. The deputy oversees the Administrative Services Division to include the accounting and human resources. In addition, the deputy supervises all agency matters related to the Carruthers Building. The chief financial officer manages all funds allocated to the agency and strives for maximum accountability of those funds. The bureau chief administers the agency’s personnel services.

### CUSTOMERS

Customers include the CPR, the agency’s the other five divisions and those they serve, the New Mexico Historical Records Advisory Board, other state agencies, the governor and legislature, the citizens of New Mexico, local and tribal governments, and historical record repositories.

### SERVICES

* Administration of agency;
* Managing and coordinating security and building services;
* Strategic planning;
* Reporting;
* Adopting and enforcing rules;
* Approving donations and loans;
* Providing outreach; and
* Serving on advisory boards.

The Administrative Services Division (ASD) provides support services to the program divisions of the agency. Division services include budget, personnel, procurement, accounting, facilities management, security coordination, and federal grant reporting. The state records administrator (SRA) is the director of the agency and provides overall direction and management. The SRA is responsible for the administration of the Public Records Act and the State Rules Act, as well as portions of other statutes. The deputy serves in the absence of the SRA. The deputy oversees the Administrative Services Division and the Office of the State Historian. The chief financial officer manages all funds allocated to the agency and strives for maximum accountability of those funds. The bureau chief administers the agency’s personnel services.

#### Goal #1: MANAGE, PRESERVE, AND PROVIDE ACCESS TO RECORDS AND INFORMATION

* Administer the Public Records Act and State Rules Act.
* Chair the New Mexico Historical Records Advisory Board.
* Assist with grant management.

#### Goal #2: ENHANCE EFFECTIVENESS OF AGENCY

* Familiarize employees with strategic plan to ensure its implementation.
* Maintain and develop a highly trained and motivated workforce.
* Ensure fiscal responsibility for

transparency and accountability.

* Update agency rules and policies as necessary.

### CUSTOMERS

Customers include the CPR, the agency’s other five divisions and those they serve, the New Mexico Historical Records Advisory Board, other state agencies, the governor and legislature, the citizens of New Mexico, local and tribal governments, and historical record repositories.

### SERVICES

* + Administration of agency;
	+ Managing and coordinating security and building services;
	+ Strategic planning;
	+ Reporting;
	+ Adopting and enforcing rules;
	+ Approving donations and loans;
	+ Providing outreach; and
	+ Serving on advisory boards.

#### Goal #3: BUILD POSITIVE AWARENESS OF AGENCY RESOURCES AND SERVICES

* Develop and implement an annual legislative strategy.
* Identify stakeholders and develop relationships.
* Improve agency’s website.
* Increase awareness of the agency’s mission and services.

### PERFORMANCE MEASURES

* Meet all contractual NHPRC grant
* requirements.
* Complete and submit the fiscal year

budget appropriation request by deadline.

* Satisfy all financial control and reporting

requirements.

* Develop an agency outreach plan.

# STATE ARCHIVES OF NEW MEXICO

**RESPONSIBILITY**

The State Archives is the center archives of New Mexico state government. The division is mandated by law to collect, preserve, and make available to the public and all branches of government, permanent public records, historical manuscripts, photographs, and other materials that contribute to the understanding of New Mexico history. Finding aids that describe collections and some digital images are available via HERITAGE, the online catalog. The division offers reference assistance on-site, by telephone, mail, or e-mail.

### CUSTOMERS

Customers include the CPR, the agency’s other five divisions and those they serve, the New Mexico Historical Records Advisory Board, other state agencies, governor, legislature, citizens of New Mexico, local and tribal governments, and historical record repositories.

### SERVICES

* Identify archival records;
* Identify permanent records of state government;
* Accept donations of personal papers and collections that fit within the collection policy;
* Preserve permanent records transferred or donated to the commission;
* Provide access to collections;
* Effectively manage the state’s permanent

 public records;

* Provide advice to local governments and

 non-profit historical record repositories;

* Provide training in archival management methods and techniques;
* Serve as an affiliated archive for federal

 records; and

* Sell archival supplies, reproductions, and compilations.

###

#### Goal #1: MANAGE, PRESERVE, AND PROVIDE ACCESS TO RECORDS AND INFORMATION

* Advance preservation and security of records.
* Increase access on-line and on-site to records and information held in trust for the people of New Mexico.
* Address challenges of managing electronic records.

#### Goal #2: ENHANCE EFFECTIVENESS OF THE AGENCY

* Improve internal performance and delivery of service to customers.
* Ensure division rules and policies are

complete and current.

* Identify and seek funding to support program functions.

#### Goal #3: BUILD POSITIVE OF THE AGENCY RESOURCES AND SERVICES

* Provide public outreach.
* Use agency branding material to increase the division’s presence, visibility, and public knowledge of services available.
* Identify stakeholders and develop relationships.

### PERFORMANCE MEASURES

* Number of records preserved, rehoused, described, and made available online via a descriptive finding aid to support law enforcement, attorneys, the courts, and the public.
* Monitor, remediate, and report on environmental conditions of archival holdings to ensure the long-term preservation of historical records.
* Organize and promote annual archives event to increase public awareness.
* Track the number of on-site visitors and the number of off-site requests.
* Complete an annual inventory of archival

 holdings.

# RECORDS MANAGEMENT DIVISION

**RESPONSIBILITY**

The Records Management Division assists government agencies with the development of efficient and effective records management programs by recommending rules for records management. The division requires state agencies to appoint a chief records officer and records liaison officers to whom it provides training on basic and intermediate records management topics. In addition, the division handles the transfer and storage of records at two records center facilities. It reviews microphotography plans to ensure microphotography systems produce legible images. Also, it inspects microfilm for government entities. The division establishes rules for electronic records

management and assists agencies with the proper disposition of records, serving as a resource on records management.

###  CUSTOMERS

Customers include the CPR, the agency’s other five divisions and those they serve, the New Mexico Historical Records Advisory Board, other state agencies, the governor and legislature, the citizens of New Mexico, local and tribal governments, and historical record repositories.

###  SERVICES

* Establish standards for efficient

 management of state agency records;

* Proper disposition of public records and non-records;
* Advise local governments and historical record repositories;
* Provide access to stored records;
* Provide safe and secure storage for inactive records in records center;
* Sell storage supplies;
* Establish minimum standards for microphotography systems; and
* Provide records and information management training.

#### Goal #1: MANAGE, PRESERVE AND PROVIDE ACCESS TO RECORDS AND INFORMATION

* Improve operational procedures.
* Address challenges of managing electronic records.
* Update Functional Records Retention and Disposition Schedules (FRRDS).

#### Goal #2: ENHANCE EFFECTIVENESS OF THE AGENCY

* Evaluate quality of customer service.
* Promote team building within the division.
* Ensure division rules, policies, and

procedures are complete and current.

#### Goal #3: BUILD POSITIVE AWARENESS OF AGENCY RESOURCES AND SERVICES

* Improve agency website.
* Offer effective records management training.
* Identify stakeholders and develop relationships.

### PERFORMANCE MEASURES

* Manage the Central Electronic Records Repository (CERR).
* Provide a minimum of 24 trainings related to proper records and information management.
* Validate and process 100% of public records boxes that have met their retention.
* Identify grants for RIM training for employees.

#  ADMINISTRATIVE LAW DIVISION

###  RESPONSIBILITY

The Administrative Law Division (ALD) is responsible for filing rules and other instruments received; managing and preserving those rules and instruments; and making the rules, notices, and other instruments filed with ALD accessible to the public and other users. This includes, monitoring compliance with statutes and

rules affecting the rule-filing and publishing

processes.

To guide state agencies, ALD provides training and consultation about the requirements for filing and publishing and answers questions from individuals and groups interested in regulatory material filed.

Division staff maintains and preserves all regulatory material filed until the material is repealed or otherwise determined no longer valid (at which time it is transferred to the State Archives) and ensure open and public access to the material.

###  CUSTOMERS

Customers include the CPR, the agency’s other five divisions and those they serve, other state agencies, the governor and legislature, the citizens of New Mexico, local and tribal governments, and historical record repositories.

### SERVICES

* File rules;
* Establish and enforce rule standards;
* Provide rule style and format training;
* Produce the New Mexico Register and the

New Mexico Administrative Code;

* Maintain active rules collection;
* Maintain interstate compacts and county subdivision regulations; and
* Assist state agencies with all aspects of the rulemaking process.

### RESPONSIBILITY

The Administrative Law Division (ALD) is responsible for filing rules and other instruments received; managing and preserving those rules and instruments; and making the rules, notices, and other instruments filed with ALD accessible to the public and other users. This includes, monitoring compliance with statutes and

rules affecting the rule-filing and publishing

processes.

To guide state agencies, ALD provides training and consultation about the requirements for filing and publishing and answers questions from individuals and groups interested in regulatory material filed.

Division staff maintains and preserves all regulatory material filed until the material is repealed or otherwise determined no longer valid (at which time it is transferred to the State Archives) and ensure open and public access to the material is provided.

### CUSTOMERS

Customers include the CPR, the agency’s five divisions and those they serve, other state agencies, the governor and legislature, the citizens of New Mexico, local and tribal governments, and historical record repositories.

### SERVICES

* File rules;
* Establish and enforce rule standards;
* Provide rule style and format training;
* Produce the New Mexico Register and the

New Mexico Administrative Code;

* Maintain active rules collection;
* Maintain interstate compacts and county subdivision regulations; and
* Assist state agencies with all aspects of the rulemaking process.

#### Goal #1: MANAGE, PRESERVE, AND PROVIDE ACCESS TO RECORDS AND INFORMATION

* Assist the state records administrator with the administration of the State Rules Act (see appendix).
* Increase access to records and information.

#### Goal #2: ENHANCE EFFECTIVENESS OF THE AGENCY

* Improve rule filing process.
* Ensure division rules, policies, and

procedures are complete and current.

* Publish current rules on website.

#### Goal #3: BUILD POSITIVE AWARENESS OF AGENCY RESOURCES AND SERVICES

* Assist state agencies with all aspects of rulemaking to conform to current NMAC style and format.
* Identify stakeholders and develop relationships.

### PERFORMANCE MEASURES

* File rules and interstate compacts within two days of receipt.
* Publish the submittal deadlines and publication dates for the New Mexico Register by the established January deadline.
* Publish the *New Mexico Register* 24 times per year as required by law.
* Prepare and proof annual index by the third issue of the *New Mexico Register*.
* Compile and post all rules onto the NMAC website within 30 days of their effective date.

# OFFICE OF THE STATE HISTORIAN

**RESPONSIBILITY**

The Office of the State Historian promotes an understanding and appreciation of New Mexico’s history and culture through interpretive research, outreach, educational programming, presentations, and publication.

**CUSTOMERS**

Customers include the CPR, the agency’s other five divisions and those they serve, the New Mexico Historical Records Advisory Board, other state agencies, the governor and legislature, the citizens of New Mexico, local and tribal governments, and historical record repositories.

**SERVICES**

* Serve as the authority on New Mexico history;
* Serve on Cultural Properties Review Committee;
* Conduct outreach; and
* Contribute to the public’s understanding of New Mexico history.

#### Goal #1: MANAGE, PRESERVE, AND PROVIDE ACCESS TO RECORDS AND INFORMATION

* + Conduct and disseminate original research on New Mexico history.
	+ Provide professional consultation, research reports, and educational activities.
	+ Improve agency website.

#### Goal #2: ENHANCE EFFECTIVENESS OF THE AGENCY

* + Collaborate with historical societies and associations.
	+ Ensure division rules, policies, and

procedures are complete and current.

* + Identify and seek funding to support program functions.

#### Goal #3: BUILD POSITIVE AWARENESS OF AGENCY RESOURCES AND SERVICES

* + Increase awareness of agency resources.
	+ Offer outstanding public programming.
	+ Identify stakeholders and develop relationships.

### PERFORMANCE MEASURES

* Serve on and provide support to the Cultural Properties Review Committee.
* Acknowledge research inquiries within 2 business days of receipt and provide full response within 14 days.
* Provide at least 25 educational activities on New Mexico history and culture, including

lectures, publications, and original articles posted to newmexicohistory.org.

* Participate in National History Day.
* Serve as deputy chair and provide support to the New Mexico Historical Records Advisory Board and administer its regrant and educational programs.
* Apply for one grant supporting the preservation of history.

#  INFORMATION TECHNOLOGY MANAGEMENT DIVISION

**RESPONSIBILITY**

The Information Technology Management Division provides a stable, innovative, and cost effective information technology

environment that is customer focused and user friendly.

**CUSTOMERS**

Customers include the agency’s other five divisions and the customers they serve state agencies, the governor and legislature, the citizens of New Mexico, local and

tribal governments, and historical record repositories.

**SERVICES**

The Information Technology Management Division manages all IT operations. This includes:

* Plan, budget preparation and oversight;
* Purchasing and procurement;
* Inventory control;
* Website management;
* LAN/WAN management;
* Application management;
* Database development and management; and
* IT support and maintenance including hardware and software installation

#### Goal #1: MANAGE, PRESERVE, AND PROVIDE ACCESS TO RECORDS AND INFORMATION

* + Address challenges of managing electronic records.
	+ Increase access and visibility of agency websites.
	+ Increase access to digitized records.

#### Goal #2: ENHANCE EFFECTIVENESS OF THE AGENCY

* + Provide a stable, well-funded, up-to-date information technology environment, supportive of the agency’s strategic and business needs.
	+ Provide staff with relevant and effective training opportunities.
	+ Measure and improve internal performance by effectively managing the agency help desk.

#### Goal #3: BUILD POSITIVE AWARENESS OF AGENCY RESOURCES AND SERVICES

* + Increase awareness of agency resources.
	+ Offer technical guidance to agency staff.

### PERFORMANCE MEASURES

* + Provide on-going support for agency websites and applications.
	+ Assist with digital archives repository storage solution.
	+ Provide hardware, software, licensing, and administrative support for all HP Records Manager installations.
	+ Support the Centralized Electronic Records

Repository.

* + Update IT plan for inclusion in the budget appropriation request.
	+ Review help-desk requests hourly and respond by e-mail, assign request to staff within two hours of request, and review requests quarterly to identify systemic areas of improvement.
	+ Collaborate with divisions to identify and apply for grant funding.