

Assignment: Connecting Services to Values  
Library Website Observation

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## NARA Reports



### Strategic Plan

NARA's Strategic Plan describes where we are headed. We use the 4-year Strategic Plan as our guide for aligning priorities and assigning resources. With the help of our staff and stakeholders, we take stock of accomplishments, make adjustments when needed, and improve the way we measure our success along the way.



**Action Plan to Advance Customer Experience at NARA** The Action Plan to Advance Customer Experience at NARA details how we will increase organizational capacity to manage customer experience and improve service delivery. The priority actions outlined in the plan also contribute to achieving **NARA's Strategic Goal 2: Connect with Customers** and better position the agency to fulfill Executive Order 14058 Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government, and support agency initiatives related to fulfilling Executive Order 13985 Advancing Racial Equity and Support for Underserved Communities Through the Federal Government.



### 2022-2026 DEIA Strategic Plan

NARA's DEIA Strategic Plan is the foundation of NARA's commitment to promote a diverse workforce that is inclusive in its interactions, equitable in its practices, and accessible to all current and future employees.



### Open Government Plan

The Open Government Plan provides a road map for strengthening the culture of transparency, participation, and collaboration at the National Archives.



### Performance Budgets

NARA's Performance Budget is submitted to Congress with the President's budget in early February each year. Included with this transmittal are our budget justification and tables, as well as our performance plan, providing a direct link between strategic goals, annual accomplishments, and funding levels.



### Agency Financial Reports

NARA's Agency Financial Report was prepared pursuant to the requirements of the Chief Financial Officers Act, as mandated by the Accountability of Tax Dollars Act of 2002.



### Annual Performance Plans & Reports

NARA's Performance Plan links the agency's strategic goals to what we plan to accomplish in a fiscal year. Our Annual Performance Report describes NARA's performance results toward achieving our strategic goals and objectives.



### Information Resources Management Plan

The NARA Information Resource Management Strategic Plan (IRM) addresses all information resources management.



### Capital Planning

The Federal Acquisition Streamlining Act of 1994 and the Clinger-Cohen Act of 1996 require a business case for investments to ensure that those investments are tied to the mission, goals, and objectives of the agency. The Exhibit 300 is designed to document this relationship, as well as implement other requirements such as the Government Paperwork Elimination Act and E-Gov Act implementation and overall investment project management.



### National Archives and Records Administration Agency Equity Action Plan

NARA's Agency Equity Action Plan was prepared pursuant to the requirements of Executive Order 13985 to redress inequities in policies and programs that serve as barriers to equal participation and opportunities.

### Trust Fund Board Annual Report

This is the annual Trust Fund Board Report, which describes the annual programs, activities, products, and financial details of the Fund.

### Federal Activities Inventory Review (FAIR) Act Report

This report lists the commercial and inherently governmental functions that are currently being performed by NARA employees.

### Buy American Report

This report provides information about NARA purchases made for U.S. manufactured items and items manufactured outside the U.S.

### Implementation of the E-Government Act

This report of NARA's implementation of the E-Government Act includes a description of the Electronic Records Archives and a discussion of how NARA disseminates information to the public, including information about our FOIA and Privacy activities.

### PIV Credentials Report

NARA's quarterly report on the number of PIV credentials issued per Homeland Security Presidential Directive 12 (HSPD-12).

When it comes to repositories of information, the National Archives and Records Administration (NARA) is one of the biggest around. Even so, their web site offers the kind of information that can be useful to even the smallest of archival repositories when it comes to seeing how funds are allocated and where resources are concentrated. From the humble 'About Us' button at the bottom of the home page at archives.gov, the user is taken to a page that has a left hand column with the section "Budgets, Plans and Reports" that leads to a number of resources, including an option for "All Reports & Plans."

The page that follows is a full list of reports that outlines everything from the Strategic Plan to the Trust Fund Board Annual Report. The transparency the National Archives offers gives impactful insight into how the organization works, and these tools can be used to scale down to smaller institutions. For example, Trust Fund Board Reports would scale well as Friends of the Archives or Friends of the Library groups. The various implementation of acts such as the E-Government Act and the Federal Activities Inventory Review Act could parallel local government agreements and resolutions.

The page also offers eight years of Agency Financial Reports, from 2014 to 2022. Each of these approximately 80-page reports is presented in an engaging, publication-style format that makes for easy perusing much as one would flip through a magazine. Part of the report includes discussions and analysis from the management and includes many graphs and tables that break down spending and how it has impacted on their collections, spending, and staff retention. It describes in full the stages of the various projects the organization is undertaking, and all of the ways that the organization allocates funds and collects income.

With such detailed reports it would be possible to easily scale down the large budget of this massive government agency and use it as a template for smaller institutions. The various means of income would be aspirations to seek funding, while the expenditures could be either drawn as a parallel to local budgetary expenditures or looked at as unnecessary expenditures to be pared away so the funds could be allocated elsewhere.

Visiting the “All Reports” page once more, just below the Agency Financial Reports is the “Strategic Information Resources Management Plan.” There are ten years – from 2006 to 2014 – of plans in addition to the current year’s plan that detail the strategic plan before going into great detail about their collections management and selections, and the various strategies that they developed to meet the needs of their selection and dictate their selection process.

In addition, the page provides access to the Annual Employee Survey Results which details both the high points and low points of employee satisfaction surveys. These fascinating surveys allow a peek into the working mindset of the employees of a massive institution, noting that many of their positive and negative items both involve some of the same concerns that resonate with workers across the board from concerns about pay to attitudes towards positive impacts on the agency’s goals.

The National Archives reports, especially the financial reports, are excellent resources for agencies of all sizes. In a way, they take the most experienced staff to construct the most intricate budget with the most innovative options, leaving a fully fleshed-out template that can be sized down to compliment the annual budget planning for libraries and archives of all sizes.

## References

*NARA Reports.* (2016, August 15). National Archives.

<https://www.archives.gov/about/plans-reports>