This document defines the principles of records service and practical guidance on the various kinds of services performed by archives and records centers. Archives and records centers should try to provide services pertaining to the active records of their custody to their users or stakeholders, which is prescribed in the Public Records and Archives Act.

This document defines general principles for public records service, which are derived from Principles of Access to Archives, ICA. This standard has 9 principles:

- Ensuring access right of users
- Maintaining fairness or equitability of access
- Releasing catalogs of custody
- Providing appropriate service environment
- Protecting records and preventing illegal use
- Protecting private information and copyright
- Providing promotion of records and developing diverse services
- Monitoring and improvement of service
- Maintaining records service during a disaster or emergency condition

We should preserve records to service them to the user, but it is hard to find any definitions or standards of records services. Meanwhile, the user requirement of service is currently increasing. The National Archives of Korea created a working group which developed and published these standards. We reflected on the knowledge, experiences, and benchmarking results of foreign records services, which are produced by records managers and archivists from various areas. Each records center and archive should develop their own records service, suitable for their records service needs, based on this standard. It is the first service standard of the records service area in Korea.

Abstract

This document describes how we can service the custody of records centers or archives. It also defines what the responsibilities and roles of service providers and users are, and how we can establish service policies and provide service facilities or equipment. For further use, it provides implementing guidance on each type of records service, including beforehand information service, reading room service, reference service, exhibitions, online records contents development, and education and guides about service information. Finally, it addresses how we can monitor and improve ongoing records services. Several practical examples are given in the annexes.

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