



NATIONAL
ARCHIVES

STRATEGIC PLAN FRAMEWORK

MISSION

We preserve, protect, and share the historical records of the United States to promote public inquiry and strengthen democratic participation.

VISION

The National Archives serves all Americans as a trusted repository of knowledge that inspires civic engagement and encourages the discovery of our nation's stories.

VALUES

We Serve

We are our nation's record keepers. We work together to enrich public understanding and ensure that the stories of our nation are accessible. We actively listen to all communities, provide timely and knowledgeable assistance, and create a collaborative environment where everyone can engage meaningfully with the rich historical resources in our care. Our service ensures current and future generations can connect with and learn from our shared past.

We Inspire

We are leaders in our fields. We use our holdings and expertise to inspire life-long learning and civic engagement. We encourage creativity and curiosity, for ourselves and others.

We Solve Problems

We are bold. We develop novel approaches and imaginative solutions to improve preservation, access, and understanding of our nation's historical records. We embrace advanced technologies and new business practices to thrive in a digital world.

We Are Trusted

We are nonpartisan. We are an authoritative and objective source for knowledge and information. We serve all Americans with honesty, fairness, and integrity.

We Are Efficient

We are shrewd stewards of the resources entrusted to us. We collaborate, innovate, and optimize our operations to effectively meet our mission.

STRATEGIC GOALS

I. Build our Digital Future

Embrace the primacy of electronic information in all facets of our work and position NARA to lead accordingly. Leverage advanced technologies and reengineer systems, processes, and infrastructure to properly manage, preserve, and share our collections in the digital age.

- Develop infrastructure necessary to support growing electronic records.
- Integrate artificial intelligence, machine learning, and robotic process automation to enhance data management, review, and access to records.
- Prioritize user experience design and enhanced digital experience.
- Advance digital preservation and strategic digitization of analog records.
- Modernize records management practices across the federal government.
- Optimize business practices and workforce skill sets for the digital age.

II. Transform Access and Engagement

Enhance and expand digitization, educational programs, exhibits, online resources, partnerships and collaborations to reach new audiences and cultivate public engagement with our records and services. Provide greater opportunities for everyone, everywhere to engage with and learn from American history.

- Increase discoverability, availability, and accessibility of records and services.
- Optimize declassification and information access request processing.
- Expand connection to and utility for teachers and learners of all ages.
- Create meaningful and engaging experiences, in-person and online.
- Foster meaningful community engagement and collaborations.

III. Elevate Service

Advance a culture of service to ensure every interaction meets high standards and effectively supports our users' needs.

- Connect with and continually learn from our customers and communities, internally and externally.
- Streamline and improve the researcher, visitor, and customer experience.
- Foster workplace excellence and improve customer satisfaction with consistent, reliable, and reputable service.

IV. Grow our Capacity

Support our staff and optimize operations. Raise awareness about opportunities and challenges. Explore partnerships and new funding opportunities.

- Attract, train, support and retain a skilled, diverse, and cohesive workforce.
- Align internal efforts to agency goals, reduce operational silos, and create a transparent, performance-focused culture.
- Modernize and optimize core business processes, facilities, operations, and services to meet evolving needs.
- Foster collaborations and strategic alliances to support NARA's mission, including increased engagement with Congress and across federal agencies.