National initiative to promote a dialogue about the importance of open government and freedom of information.
What is a “record?”

The University defines a “public record” as all records created or received in the course of University business, in whatever format, including but not limited to paper, photographs, recordings, emails or digital images, unless an exception applies under federal or state law.

http://policies.unc.edu/policies/public-records/

Who makes records requests?

Media, civic groups, policy groups, researchers, faculty, staff, students, general public
Public Records Policy

• North Carolina citizens and members of the North Carolina media are given highest priority.

• General rule: first-in, first-out basis (exceptions are made when deemed essential by the University)

• Records reviewed for compliance with FERPA (Family Education Rights and Privacy Act) and the N.C. State Personnel Act, among other federal and state laws
Significant increase in volume

- 2008-09: 94
- 2009-10: 213
- 2010-11: 340
- 2011-12: 286
- 2012-13: 354
- 2013-14 (through Feb): 226

Requests have nearly quadrupled in 4 years.

Projected: 40,000+ pages
No two requests are the same

Straight-forward: Seeking the public information available for one University employee

Complex: Seeking sent and received emails for 5 employees in a 6-month time period referencing any of 5 specified words

A single request may contain multiple parts
Example: Requesting a 10-year breakdown of a, b, and c and the expenses related to x, y and z
Public Records Processing

- Dedicated records employees: 9
- $600,000 per year in personnel costs for UNC-Chapel Hill records team
- Other departments regularly involved (costs not included):
  - Human Resources, Registrar’s Office, Athletics, Public Safety and University Relations
- Other University faculty and staff who are subjects of records requests
RECORDS REQUEST RECEIVED; LOGGED BY UNIVERSITY PUBLIC RECORDS

ACKNOWLEDGE RECEIPT

REsearch and IDENTIFY LOCATION OF RECORDS

REQUEST RECORDS FROM DEPARTMENT

DEPARTMENT GATHERS AND SENDS RECORDS

UNIVERSITY PUBLIC RECORDS STAFF REVIEWS RECORDS FOR CONFIDENTIAL INFORMATION

UNIVERSITY PUBLIC RECORDS REVIEWS FINAL RECORDS AND APPROVES RELEASE

Complexity + Volume + Speed = Process Time

UNIVERSITY PUBLIC RECORDS RELEASES RECORDS

Can Be Multiple Rounds
How does the N.C. Public Records Law affect you?

• Faculty, staff and (occasionally) students are subject to records requests
  o Emails, documents, phone logs, budgets, expenditures, etc.

• If your records are requested, we will need your help in gathering what is responsive to send to University Public Records office.
Ways to Improve

- Keep requesters informed
- Fill partial requests when possible
- Continue enhancement of I.T. capabilities
- Continue improving team efficiencies

2015 GOALS:
- Records website
- Continue to improve overall efficiencies
- More regular communications throughout processing of request