

Records Management Session

May 17, 2017

Tim Few

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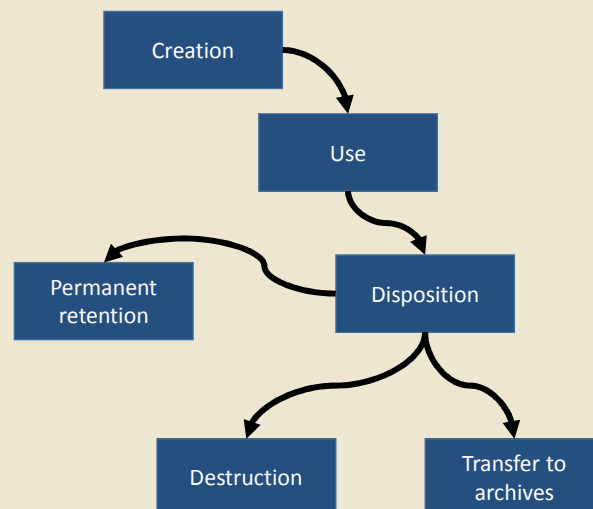
What Is Records Management?

- Records management includes the planning, organizing, directing, controlling and other activities that are needed to effectively create, maintain, access and use an agency's records.
- Effective records management allows an agency to maintain and locate records from the time of creation/receipt to final disposition.

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The Life Cycle of Records



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Benefits of Records Management

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Save Space

Identifying, maintaining and disposing of records according to retention schedules saves space.

- On-site storage space
- Off-site storage space
- Electronic records storage



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Save Money

- Less money spent on storage costs
 - Average cost of on-site storage is over \$85 per cubic foot annually
- Less money spent on filing cabinets and folders
- Less spent on electronic storage
- Money saved in staff time



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Control Over the Creation of New Records

- Creating and maintaining records costs money
- Reduce the proliferation of unnecessary records
- Improve the effectiveness of necessary records



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Find Records Faster

- Fewer lost or misfiled records
- Records are properly identified
- Easier to locate



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Compliance With Retention Requirements

Retention is based on legal, fiscal, administrative and historical values.

- Lower the risk of legal trouble
- Dispose of records when retention is met
- Prevent the premature destruction of records

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Protect Vital Records

- Also called “essential records,” “mission-critical records” or “business-critical records”
- Necessary for an agency’s continued operations in the event of a disaster
- Loss of vital records can cost millions
- Identified during a records inventory

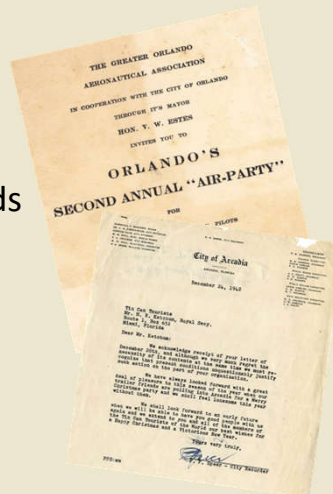


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Identification of Archival Records

- Identified through records management programs
- Once identified, archival records must be preserved and protected



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Legal Mandates

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Florida Statutes, Chapter 119, Public Records

- Florida's Public Records Law
- Provides a definition of "public record"
- Dictates that records can only be disposed of according to retention schedules
- Establishes the right to inspect records unless there is an exemption or restriction

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Florida Statutes, Chapter 257, Public Libraries and State Archives

- Authorizes the Division of Library and Information Services to oversee the records management functions of public agencies
- Specifies the records management responsibilities of public agencies, including:
 - Creating a records management program
 - Appointing a records management liaison officer

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Bureau of Archives and Records Management

- Provides technical assistance to ensure compliance
- Offers records management training and consultation
- Evaluates public agency recordkeeping operations
- Establishes records retention schedules
- Operates the State Records Center

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Public Agency Duties and Responsibilities

- Create and manage a records management program to economically and efficiently handle the agency's records
- Provide access to public records
- Appoint a Records Management Liaison Officer
- Submit an annual compliance statement
- Adhere to established retention schedules
- Document the disposition of public records

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Records Management Liaison Officer

- Point of contact between an agency and the Division
- Duties may include:
 - Coordinating the identification of agency's records
 - Maintaining retention and disposition forms
 - Ensuring appropriate disposition of records
 - Coordinating staff training on records management
 - Participating in decisions on microfilming, digital imaging, storing and disposing
 - Contributing to agency's development of electronic recordkeeping systems
 - Reporting annually agency's compliance with records management legal mandates
 - Participating in the development of policies and procedures

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Florida Administrative Code, 1B-26.003, Electronic Recordkeeping

Establishes standards for records maintained or created in electronic media form, including:

- Requirements for creating and maintaining scanned records
- Requirements for electronic recordkeeping systems



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What Is a Public Record?

- Public records are all materials, “regardless of the physical form ..., made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.”

Florida Statutes, 119.011(12), Definitions

- “A public record ... is any material prepared in connection with official agency business which is intended to perpetuate, communicate, or formalize knowledge.”

Shevin v. Byron, Harless, Schaffer, Reid & Associates Inc., 379 So. 2d 633 (Fla. 1980)

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Identifying Public Records

Format is irrelevant when identifying public records.

*The **CONTENT** is what matters.*

Meeting Minutes

FRIENDS OF THE STATE LIBRARY AND ARCHIVES OF FLORIDA INC. MINUTES June 25, 2012 (Conference Call)

Present:	<u>Board of Directors/Executive Committee:</u>	<u>Division Staff:</u>
	David Nelson	Jennifer Womble
	Deanna Ramsey	Jessica Shiver
	Loretta Flowers	

Introductions

The meeting of the Board of Directors/Executive Committee came to order at 8:16 a.m. Introductions were made. A quorum was announced. Ms. Womble welcomed Loretta Flowers as the new Treasurer and introduced Jessica Shiver as the new Administrative Assistant to the Division Director.

Amendment of the Agenda

A motion to amend the June 25 agenda was made. Item E, under Section V, was omitted and will be considered at a later date. The motion was seconded and approved unanimously.

Adoption of the Agenda

A motion to accept the agenda was made. The motion was seconded and approved unanimously.

Approval of Minutes

A motion to approve the minutes from the June 1, 2011 meeting was made. The motion was seconded and they were approved unanimously.

Photographs of Agency Events



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Voter Registration Information

Numbered rows 1 through 7 and 12 must be completed for a new registration.

Florida Voter Registration Application
Part 2 - Form (DS-DE #39, R1S-2.040, F.A.C.)(eff. 10/2013)

The downloadable/printable online form is available at:
dos.myflorida.com/elections/for-voters/voter-registration

This is: ☒ New Registration ☐ Record Update/Change (e.g., Address, Party Affiliation, Name, Signature) ☐ Request to Replace Voter Information Card

1	Are you a citizen of the United States of America?		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		OFFICIAL USE ONLY	
2	<input checked="" type="checkbox"/> I affirm that I am not a convicted felon, or if I am, my right to vote has been restored.					
3	<input checked="" type="checkbox"/> I affirm that I have not been adjudicated mentally incapacitated with respect to voting or, if I have, my right to vote has been restored.					
4	Date of Birth (MM-DD-YYYY)		01 - 01 - 1980		FVRS No:	
5	Florida Driver License (FL DL) or Florida Identification (FL ID) Card Number		1234 - 567 - 89 - 123 - 4		If no FL DL or FL ID, then provide Last 4 digits of Social Security Number <input type="checkbox"/> I have NONE of these numbers.	
6	Last Name Doe		First Name Jane		Middle Name A	
7	Address Where You Live (legal residence-no P.O. Box) 123 Main St		Apt/Lot/Unit Anywhere		City Leon	
8	Mailing Address (if different from above address)		Apt/Lot/Unit		City State or Country	
9	Address Where You Were Last Registered to Vote		Apt/Lot/Unit		City State Zip Code	
10	Former Name (if name is changed)		Gender <input type="checkbox"/> M <input checked="" type="checkbox"/> F		State or Country of Birth Florida	
11	<input checked="" type="checkbox"/> Email me SAMPLE BALLOTS if option is available in my county. (See Public Record Notice above) My email address is:					

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Criminal Investigative Information

POLICE REPORT

Case No: 12345 Date: 01/01/2018

Reporting Officer: John Doe Prepared By: Jane Smith

Incident:

Detail of Event:

On the 01st of January 2018, at approximately 14:30 hours, I was alerted to a report of a disturbance at the residence of 123 Main Street, Northampton. Upon arrival, I observed a heated argument between a male and a female. The male, who appeared to be in his late 30s or early 40s, was shouting and gesturing aggressively towards the female. The female, who appeared to be in her late 20s or early 30s, was crying and looking distressed. I attempted to de-escalate the situation by speaking to both parties separately, but the male refused to calm down. I then observed the male reach for a small object on a table, which I identified as a pepper spray. I immediately intervened, disarming the male and placing him under arrest. The female was taken to the hospital for treatment of minor injuries sustained during the incident. The male was charged with assault with a dangerous weapon and possession of a dangerous weapon. The incident was resolved at the time of my arrival, and no further action was required.

Actions Taken:

On the 01st of January 2018, at approximately 14:30 hours, I was alerted to a report of a disturbance at the residence of 123 Main Street, Northampton. Upon arrival, I observed a heated argument between a male and a female. The male, who appeared to be in his late 30s or early 40s, was shouting and gesturing aggressively towards the female. The female, who appeared to be in her late 20s or early 30s, was crying and looking distressed. I attempted to de-escalate the situation by speaking to both parties separately, but the male refused to calm down. I then observed the male reach for a small object on a table, which I identified as a pepper spray. I immediately intervened, disarming the male and placing him under arrest. The female was taken to the hospital for treatment of minor injuries sustained during the incident. The male was charged with assault with a dangerous weapon and possession of a dangerous weapon. The incident was resolved at the time of my arrival, and no further action was required.

Summary:

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Personnel Files

PERFORMANCE EVALUATION

Name: _____ Position: _____
 Date: ____/____/____ Period Covered: _____ to _____

	1	2	3	4	5	na
<i>Attendance</i>						
Wrote punctual to start work						
Informed supervisor of absence or lateness						
<i>Personal appearance</i>						
Wore appropriate clothes or uniform						
Wore neat and tidy in appearance						
<i>Sense of responsibility</i>						
Listened carefully to instructions						
Followed instructions fully						
Willingness to assist with various tasks						
Willingness to accept supervisor's feedback						
<i>Interest</i>						
Showed interest in the position						
Showed interest in training						
<i>Pro</i>						
Adhered to policy						
Responsible attitude						
<i>Quality of</i>						
Worked to capacity						
Follow staff satisfied with quality/quantity of work						
Supervisor satisfied with quality/quantity of work						
Comments _____						

1 = Poor; 2 = Adequate; 3 = Good; 4 = Very Good; 5 = Excellent; na =

State of Florida
EMPLOYMENT APPLICATION

PERSONAL INFORMATION

Name: John A. Smith
 Address: 1234 Main St.
 City: Orlando State: FL Zip: 32801
 Phone: (407) 555-1234

WORK HISTORY

Employer	From	To	Position
ABC Company	1998	2000	Software Engineer
XYZ Corp.	2001	2003	Senior Software Engineer

EDUCATION

School	From	To	Degree
University of Florida	1995	1998	B.S. in Computer Science
Florida State University	1993	1995	B.S. in Business Administration

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Patient Medical Records



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Emails as Public Record

- Emails are public record in **some** circumstances.
- “We conclude that ‘personal’ emails are not ‘made or received pursuant to law or ordinance or in connection with the transaction of official business’ and, therefore, do not fall within the definition of public records.”

State v. City of Clearwater, 863 So. 2d 149 (Fla. 2003)

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Are These Public Records?

- Florida Statute books
- Blank forms
- Spreadsheet of monthly statistics
- Telephone books
- Calendar showing official daily appointments and meetings
- Office furniture
- Plat maps held by a property appraiser's office
- Correspondence
- Microfilmed copies of meeting minutes

Retention of Public Records

Subsection 257.36(6), *Florida Statutes*, states:

A public record may be destroyed or otherwise disposed of only in accordance with retention schedules established by the division.



Record Series

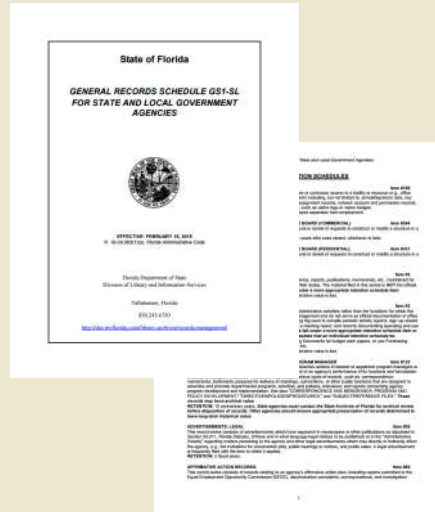
A **record series** is a grouping of related public records that have common characteristics or relate to the same subject or activity.

Records Retention Schedule

A **records retention schedule** describes a record series and sets a MINIMUM period of time that the records must be retained before final disposition.

General Schedules

General schedules establish retention periods for records common to all agencies or specific types of agencies.



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General Schedules

- GS1-SL** State and Local Government Agencies
- GS2** Law Enforcement, Correctional Facilities and District Medical Examiners
- GS3** Election Records
- GS4** Public Health Care Facilities and Providers
- GS5** Public Universities and Colleges
- GS7** Public Schools Pre-K-12 and Adult and Career Education
- GS8** Fire Department Records
- GS9** State Attorneys
- GS11** Clerks of Court Records (**Only** county administrative records)
- GS12** Property Appraisers
- GS13** Tax Collectors
- GS14** Public Utilities
- GS15** Public Libraries

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Individual Schedules

- Created for records unique to particular agencies
- For records not covered in general schedules
- Before requesting an individual schedule:
 - Review the general schedules
 - Review your agency's individual schedules
 - Check with your RMLO
 - Contact the Division
- RMLO can submit a request form

STATE OF FLORIDA DEPARTMENT OF STATE Division of Library and Information Services Form LIT-1000 (Rev. 1/10) P.O. Box 12040, Tallahassee, FL 32304-0400		Request for RECORDS RETENTION SCHEDULE		DEPARTMENT OF STATE ONLY SCHEDULE NO. _____ Agency No. _____ <input type="checkbox"/> New Schedule <input type="checkbox"/> Reuse Existing Sched # _____
Agency Information				
1. Agency Name: _____ Division: _____ Street: _____ City: _____ State: _____ Zip: _____		2. RMLO Contact Information Name: _____ Phone: _____ E-mail: _____ Address: _____		
Record Series Information				
Retention schedules are established for record series, regardless of media or format. A record series is a group of related public records arranged under a single filing arrangement or kept together as a unit (physically or electronically) because they consist of the same form, relate to the same subject or function, result from the same activity, document a specific type of transaction, or have some other relationship arising from their creation, receipt, or use.				
4. Proposed Record Series Title. Provide a brief phrase summarizing the form, function and/or subject of the record, without using agency jargon or abbreviations. _____				
5. Record Series Description. Provide a general description of the record series, including its purpose and use. This information should not be common or familiar with the record series to identify it and understand its content. Please attach any related forms or other documents. _____				
6. What is the primary purpose of this record series? <input checked="" type="checkbox"/> Administrative <input type="checkbox"/> Legal <input type="checkbox"/> Fiscal Is this record series subject to audit? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No List any federal, state, or local statutes, laws, ordinances, rules or other legal or regulatory requirements specifically relating to this record series. Please attach copies, if available. _____				
Agency Recommended Retention				
7. Based on your agency's knowledge of the record series and its function, what is your agency's recommended retention period? Record Copy: _____ Duplicate Copies: _____				
Agency Authorization				
8. Authorized by: _____ Signature: _____ Title: _____ Date: _____				
PLEASE PRINT: _____ Florida Department of State State Library and Archives of Florida Mail Station 84 Tallahassee, Florida 32304-0084				
Please note that this is a retention schedule request and that the schedule is not available for use until reviewed and approved by the Department of State. The rule is notified when this review is complete.				

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Individual Schedule: Review Process

- A records analyst:
 - Reviews request information and recommended retention
 - Researches similar established schedules for consistency
 - Standardizes record series title and description
 - Recommends a retention period
- An archivist reviews it for historical and archival value
- Request will be disapproved if the record series is covered by an existing schedule

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Completing a Records Inventory

At a minimum, an inventory should note:

- Record Series Title
- Description
- Inclusive Dates
- Volume
- Retention
- Vital Records

Record Copy or Duplicate?

Rule 1B-24.001(3)(j), *Florida Administrative Code*, states:

“Record (master) copy” means public records specifically designated by the custodian as the official record.

- Not necessarily the original copy of the record

Photographic Reproductions

Section 92.29, *Florida Statutes*, states:

Photographic reproductions or reproductions through electronic recordkeeping systems ... shall in all cases and in all courts and places be admitted and received as evidence with a like force and effect as the original would be, whether the original record, document, paper, or instrument in writing or in an electronic recordkeeping system is in existence or not.

Types of Retention Periods

- OSA: Retain until Obssolete, Superseded or Administrative value is lost.
- Fiscal year:
 - Most state agencies: July 1 through June 30
 - Most local agencies: October 1 through September 30
- Calendar year:
 - January 1 through December 31
- Anniversary year:
 - 12-month period from a particular event (birthday, marriage, separation of employment, etc.)

Triggering Events

- Records are eligible for disposition on or after a specific triggering event.
- Examples from GS1-SL:
 - 2 fiscal years after expiration of permit
 - Destroy immediately upon completion of transaction
 - 5 fiscal years after final action
 - 1 calendar year after completion of data collection or release of report, whichever is later

Reasons to Retain a Record Longer

- Active or anticipated litigation
- Audit pending
- Public records request within the last 30 days
- Administrative need to retain the record



Records Storage



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Records Storage

- **Long-term records** have a retention period of over 10 years.
- **Short-term records** have a retention period shorter than 10 years.
- **Archival records** have permanent or enduring value.

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Storage Considerations

- Away from windows
- Anchored, flame retardant metal shelving
 - Bottom shelf 3-6 inches from the floor
- No food, beverages or potted plants
- No smoking
- Secure area



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Long-Term and Archival Records

- Climate control
 - Relative humidity: 40-50%
 - Temperature: 65-70°
- Lighting in stack area
 - Max. 19-46 foot candles or 200-500 lux



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Off-Site Storage

- Recommended for inactive records
- Save money and space
- Facility should be close enough for records to be retrieved efficiently



Disposition of Records

Per Rule 1B-24.003(9)(d),
Florida Administrative Code,
agencies must:

- Ensure that retention requirements are met
- Document each record series being disposed of

Documentation is not required for OSA records unless they are part of a **retrospective conversion project**.



Documenting Records Disposition

- Disposition documentation must note:
 1. Schedule number
 2. Item number
 3. Record series title
 4. Inclusive dates
 5. Volume
 6. Date and manner of destruction
- Download the Records Disposition Document:
info.florida.gov/media/31064/records-disposition.pdf
- Or use any form of documentation that records the required information

Disposition Methods

- Paper:
 - Incineration, pulping, shredding, macerating
 - Water repellant paper should be shredded or burned
- Electronic:
 - Physical destruction methods: incineration, crushing, shredding
 - Degaussing, demagnetizing, high-level overwriting
- Other media (audio tapes, video tapes, photo film, etc.):
 - Pulverizing, shredding, chemical decomposition/recycling
- When possible, recycling after destruction is encouraged.

Untimely Disposals

Common Reasons:

- Natural disasters
- Poor storage
- Human error
- Manmade disasters



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Public Records Access

Every person who has custody of a public record shall permit the record to be inspected and copied by any person desiring to do so, at any reasonable time, under reasonable conditions, and under supervision by the custodian of the public records.

Section 119.07(1)(a), *Florida Statutes*

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Records Management Policy

The public records access section should note:

- Procedures for handling public records requests
- Timeframes for responding to requests
- Methods of accepting payment
- Formulas for calculating extensive use
- The time period the agency considers extensive
- Procedures for protecting information that is confidential and/or exempt from disclosure
- Other related procedures

Exemptions

- Florida State Legislature creates exemptions
- Over 1,100 exemptions
- Per Section 119.011(8), *Florida Statutes*:
“Exemption” means a provision of general law which provides that a specified record ... is not subject to the access requirements.

Exemptions

May be subject to disclosure in certain circumstances:

- Exam question and answer sheets for professional licensing or employment
 - Test-taker may review own exam and answers
- Active criminal investigative information
 - In the furtherance of official duties or to aid an investigation (ss. 119.071(2)2, *Florida Statutes*)



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Occupational Exemptions

- Home addresses and personal information of **certain** public officers and employees:
 - Law enforcement personnel
 - Military servicemembers (serving after 9/11/01)
 - Firefighters
 - Judges
 - State attorneys and state prosecutors
 - Human resource officials
 - Magistrates
 - Public defenders
 - County tax collectors
 - And other occupations

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Occupational Exemptions

- Additional exemptions extended to spouses and children of exempt personnel:
 - Places of employment
 - Names and locations of schools and day care facilities attended



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Records Held by Another Agency

An agency that is the custodian of the information ... and that is not the employer of the ... person specified ... shall maintain the exempt status of that information only if the ... person or employing agency of the designated employee submits a written request for maintenance of the exemption to the custodial agency.

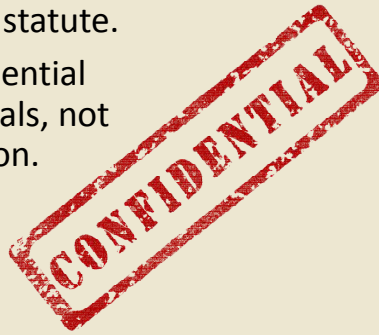
Subsection 119.071(4)(d)3, *Florida Statutes*

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Confidential and Exempt

- Information deemed confidential is not open to public inspection and can only be released to the specific individuals outlined in that statute.
- Restrictions apply to confidential information of ALL individuals, not just those with an exemption.



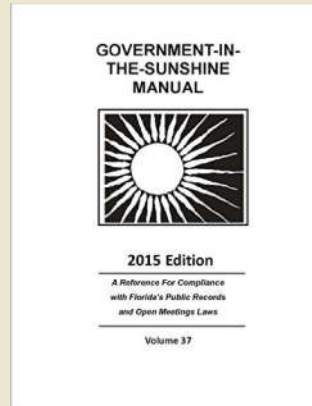
Confidential Information

Examples include:

- Social Security numbers
- Patient medical records
- Autopsy photographs and recordings
- Traffic crash reports (only confidential and exempt for 60 days after report is filed)

Government-in-the-Sunshine Manual

- Published by Florida First Amendment Foundation
floridafaf.org
- Notes exemptions and corresponding statutes



myfloridalegal.com/sun.nsf/sunmanual

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Public Records Requests

- Barring exemptions, public records are open for inspection and copying by **any person**, “whether he or she be the most outstanding civic citizen or the most heinous criminal.”

Church of Scientology Flag Service Org. Inc. v. Wood, No. 97-688CI-07

- The requestor does not need to show a special or legitimate interest in the records.
- “The motivation of the person seeking the records does not impact the person’s right to see them.”

Curry v. State, 811 So. 2d 736, 742 (Fla. 4th DCA 2002)

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Processing Requests

- A request does not need to be made in writing.
- No name is required.
- Per Subsection 119.071(1)(c), *F.S.* the custodian must:
 - “[A]cknowledge requests to inspect or copy records promptly and respond to such requests in good faith.”



Processing Requests

- The law does not specify a time period.
- Per Ch. 119, *F.S.*, “A good faith response includes making **reasonable** efforts to determine ... whether such a record exists and, if so, the location.”
- The time period will vary based on:
 - The nature/volume of the request
 - The location of the records
 - Whether there is exempt/confidential information that must be redacted
 - The number of copies required

Fees for Copies of Public Records

Per Subsection 119.07(4), *Florida Statutes*:

The custodian of public records shall furnish a copy or a certified copy of the record upon payment of the fee prescribed by law.

- 15¢ per one-sided copy, legal-size or smaller
- 20¢ per two-sided copy, legal-size or smaller
- \$1.00 per certified copy
- Actual cost of duplication for other types of media

Extensive-Use Fees

An “agency may charge, in addition to the actual cost of duplication, a special service charge, which shall be reasonable and shall be based on the cost incurred for such extensive use.”

Section 119.07(4)(d), *Florida Statutes*

- Based on the salary of the lowest paid employee capable of doing the work
- Cost of employee benefits can be included
- Cannot include travel time



Payments and Deposits for Copy Fees

- Copies are provided “upon payment of the fee prescribed by law.”

Section 119.07(1)(a), F.S.

- An agency can charge an advanced deposit prior to fulfilling a request (AGO 2005-28).



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Inspection of Records

- Every person who has custody of a public record shall permit the record to be inspected and copied by any person desiring to do so, at any reasonable time, under reasonable conditions, and under **supervision** by the custodian of the public records.

Subsection 119.07(1)(a), *Florida Statutes*

- An agency is not required to provide information from its public records (AGO 80-57).

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Annual Compliance Statement

Rule 1B-24.003(11), F.A.C.:

Each agency shall submit to the Division, once a year, **a signed statement** attesting to the agency's compliance with records management laws, rules, and procedures.

- Mailed out to agencies in November of each year
- Must be completed and returned by **December 31**

Section I: Compliance Certification

1. Identify whether the agency is in compliance.
2. Report **cubic feet** of records disposed of during the previous **fiscal year**:
 - Use the **sum** of the volumes reported on disposition documentation.
3. Report whether electronic records were disposed of.
4. Indicate if assistance is requested.

Records Management Resources

info.florida.gov/records-management/

Department of State / Division of Library and Information Services / Records Management

Records Management



General Records Schedules



Records Management Liaison Officers



Forms and Publications



Records Management Training



Dispose of Public Records



State Records Center

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Resources: General Schedules

info.florida.gov/records-management/general-records-schedules/

General Records Schedules

General Records Schedules set retention requirements for records documenting administrative and program functions common to several or all government agencies.

Examples include personnel, accounting and general administration.

Not all individual records are covered by these General Records Schedules. Please contact your Records Management Liaison Officer for more information.

Schedule Number	Agency	Last Revised	PDF	Excel
GS1-SL	State and Local Government Agencies	2013	426KB	355KB
GS2	Law Enforcement, Correctional Facilities and District Medical Examiners	2010	267KB	224KB
GS3	Election Records	2012	632KB	138KB
GS4	Public Health Care Facilities and Providers	2007	89KB	
GS5	Public Universities and Colleges	2012	69KB	62KB

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Resources: DOS Publications

info.florida.gov/records-management/forms-and-publications/

Forms

Form	Word	PDF
Request for Records Retention Schedule	57 KB	50 KB
Records Disposition Document	44 KB	13 KB
Records Management Liaison Officer Appointment Form		99 KB
Transmittal and Receipt for Records Storage	67 KB	14 KB
Request for Reference Service	80 KB	16 KB
Request for Return of Reference Service Work	55 KB	13 KB
Records Storage Box Labels (Two Per Page)	65 KB	106 KB
Records Storage Box Labels (Three Per Page)	78 KB	200 KB
Request for Non-SRC Destruction	38 KB	25 KB
Non-SRC Destruction Box Label	34 KB	7 KB
Records Inventory Worksheet	77 KB	18 KB
Transmittal/Receipt Transfer of Public Records to Archives		38 KB

Publications

- › General Records Schedules
- › Basics of Records Management (PDF)
- › Florida State Records Center Handbook (PDF)
- › Public Records Center Facilities Guidelines (PDF)
- › Records Storage and Facilities Guidelines for Archives and Historical Records Repositories (PDF)
- › Electronic Records and Records Management Practices (PDF)
- › Files Management Handbook (PDF)
- › Records Management Self-Evaluation Guide (PDF)
- › Electronic Recordskeeping Strategic Plan 2010-2012 (PDF)
 - › 2013 Follow-Up Survey Results Overview (PDF)
 - › 2012 Follow-Up Survey Results Overview (PDF)
 - › 2011 Follow-Up Survey Results Overview (PDF)
 - › 2009 Survey Results Overview (PDF)
- › Legislative Records: Guide to Preparation and Transfer (PDF)
- › Micrographics Handbook (PDF)



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Records Management Program Contact Information

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