



UNIVERSITY OF OREGON

Office of Public Records Standard Operating Procedures

1.0 Receipt of Public Records Requests

The University of Oregon will consider a public records request received once it is received in writing via electronic mail, overland mail, or fax by the Office of Public Records (the Office). If a request is delivered outside of regular business hours the Office will consider it to be received at the start of the next business day.

A public records request must:

- Include name and address of the person requesting the public record;
- Include telephone number or other contact information for the person requesting the public record; and
- Include a sufficiently detailed description of the record(s) requested to allow the University to search for and identify responsive records.

The request should:

- Be dated;
- Be signed by the person requesting the public record

1.1 Acknowledgement

While the Office will typically acknowledge receipt of a public records request no more than five (5) business days after receipt, some requests may be fulfilled in fewer than five business days, in which case the Office will close the request before acknowledgment. Once a request has been acknowledged (or fulfilled) it will be posted on the Office's public [request log](#).

1.2 Response

The Office will typically complete a request within 10 business days of acknowledgement of a request. If it is not possible to complete a within 10 business days, the Office will provide a reasonable estimated date of completion no later than 10 business days after acknowledgement.

The Office will not include days spent either waiting for clarification or additional information in good faith from the requestor or for payment in its calculation of 10 business days.

1.3 Impracticability

Per ORS 192.329, the above timeliness for Acknowledgement or Response may be suspended or inapplicable in instances where staff is unavailable to complete a request, compliance with the timelines would demonstrably impede the University's ability to

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perform other necessary services, or the University is simultaneously processing a high volume of other requests. The Office will make every effort to inform requestors in advance if their request will be impacted by these exceptions to the deadlines.

2.0 Fees

The Office charges actual costs to respond to requests, unless the request falls under one of the exemptions listed below, as determined by the University's Public Records Officer in conjunction with University Administration. No charge is assessed for fulfilling non-commercial requests that require less than one hour of university staff time, as described below.

Actual cost includes, but is not limited to, staff costs for locating, gathering, summarizing, compiling, reviewing, tailoring or redacting the public records to respond to a request. The charge may also include the cost of time spent by an attorney in reviewing the public records, redacting material from the public records, or segregating the public records into exempt and nonexempt records.

If the request is to inspect records, the charge includes the time for records to be prepared for review and the cost of staff time for a staff member to be present while the requester reviews the records to preserve the integrity of the university's records. If the request is to certify the records as true copies, the charge will include employee time spent in doing so. The charge will also include the cost of sending the records where copies are requested.

Where feasible and desired, the office will provide records electronically to avoid a copy fee of 25 cents per page.

2.1 Public Interest

A determination may be made that reducing or waiving fees is in the public interest. In instances where the public interest is not immediately clear, the Office will use the three part test as outlined in the Oregon Attorney General's Public Records and Meeting Manual¹.

2.2 Institutionalized Media

If a request is made by a member of the institutionalized media, the Office has a practice of granting a 20% fee waiver, in acknowledgement of the inherent public interest in the work of institutionalized media.

2.3 Simple Requests

The Office generally waives fees for fulfilling non-commercial, simple requests that clearly require less than one hour of university staff time. Because even straightforward requests

¹ *Attorney General's Public Records and Meetings Manual* (2019). Salem, OR: Publications Section Department of Justice.

incur administrative and institutional costs, typically no more than two fee waivers for such requests will be granted to any individual requestor within a calendar month.

Fragmenting a request that, if taken in the aggregate, would amount to significantly more than one hour to respond to will result in a fee estimate. For more information please see subsection 2.5, Substantively Similar Requests.

2.4 Identical/Mirrored Requests

In instances where multiple requestors make identical requests, or mirror requests made by others, the Office has a practice of charging each requestor the actual cost to respond to the request. If multiple payments are then received for the request, the Office refunds each requestor a proportionate amount of the fee.

2.5 Substantively Similar Requests

In instances where the office receives multiple requests from a requestor, or requesting agency, that are substantively similar in nature the Office will consider the requests to be a single request for purposes of assessing a fee.

3.0 Notification

In instances where records between the University and a third party are requested, the Office makes every effort to contact the contracting or responding party and, as appropriate, request their assistance in identifying information in the record that may be exempt from disclosure under the Oregon Public Records Law.

4.0 Pending Requests

If a request is deemed to be on hold because the Office is waiting for a response from a requestor for more than 60 days, the Office considers the request to be closed and will remove it from the active requests. Should a requestor choose to pursue a request 60 days after the last date of contact, the Office will consider the request to be a new request and proceed accordingly.

5.0 Redactions

The Office strives for transparency in the provision of records (see annual reports for more details), however records occasionally require redaction. When this occurs, the Office uses the following colors to represent common redaction codes:

Yellow = Personal Privacy, ORS 192.355(2)

Green = Student Education Records under FERPA, ORS 192.355(8), 20 U.S.C. §1232g

Blue = Attorney Client Privilege, ORS 192.355(9)

Marigold = Internal Advisory Communication, ORS 192.355(1)

Black = Trade Secret, ORS 192.345(2) or Other Redaction

5.1 Entire Document Exempt

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If records are exempt in their entirety, and the format lends itself to such, the Office will provide a log documenting header information from the exempt record, along with the applicable exemption.