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Title: Resolution Authorizing Changes to the Current Public Information Request Tracking (PIRT) Policy

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Attachments: 1. PIRTPolicy_ChangesHighlighted_02082019.pdf, 2. 19-0119 RESOLUTION pirt_.pdf

Date	Ver.	Action By	Action	Result
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Resolution Authorizing Changes to the Current Public Information Request Tracking (PIRT) Policy

Department: Libraries
Council District: All

Public Hearing:
Advertising Date/By:

Contact 1 and Phone: Brigitte H. Blanton, Library Director 336-373-2716
Contact 2 and Phone: Kurt Brennehan, PIRT Administrator 336-373-3636

PURPOSE:

The purpose is to update the PIRT Policy after the PIRT Administrator position’s relocation to the Greensboro Public Library and in acknowledgment of the online PIRT Portal’s popularity. The update adds two categories to protected records and states how the City responds to requests for copyrighted materials. The update describes in more detail the City’s adherence to State standards for retention of public records. The procedure for responding to records requests gives primacy to the online PIRT Portal. The PIRT Policy adds the expectation that the City will respond to records requests within five business days. The baseline for a special service charge is changed from 1,000 emails or hard copy records to a trigger of four hours spent searching, retrieving, copying, and refileing records by an Information Technology Department employee or by any clerical or supervisory employee. The PIRT appeals process is updated. The first appeal is heard now by the Library Director, rather than the Communications Manager.

BACKGROUND:

In summer, 2017, The PIRT Administrator position was made full-time and moved from the Communications Office to the Greensboro Central Library. The current PIRT Administrator, based on a year’s experience in the position, recommends these changes to the PIRT Policy. The PIRT Portal is the most popular channel for public records requests and the PIRT Policy is changed to reflect that increased usage. The basis for the special service charge is changed so that the charge may be assessed when hours or even days are required to search,

retrieve, copy, and refile records in response to a records request, but the number of responsive records is less than one thousand.

BUDGET IMPACT: None.

RECOMMENDATION / ACTION REQUESTED:

Change the PIRT Policy approved on January 17, 2017, by making the changes recommended in the Public Records Policy Changes document.