

**541—8.3 (17A,22) Requests for access to records.**

**8.3(1) *Open records.*** Open records will be available to the public during customary office hours, which are 8 a.m. to 4:30 p.m., Monday through Friday (except holidays). Immediate access to records may be affected by a good-faith effort to verify the scope of the records requested and to determine whether any of the records or information contained therein is confidential in nature.

In the event circumstances prolong a timely response, the department will notify the requester at once and attempt an alternate arrangement to provide the response in a manner satisfactory to the requester. For nonproprietary records, the department is only a repository and is not the “lawful custodian” of the records under the meaning of Iowa Code chapter 22. Nonproprietary records shall be provided only to the unit of state government which is the lawful custodian of such records under Iowa Code chapter 22.

**8.3(2) *Requesting records.*** Requests for access to a public record may be made by mail, electronically, by telephone or in person. A request for access to a public record should be made to the director, who shall be responsible for implementing the requirements of public records laws inside the department.

*a.* A person who submits a request for public records shall provide the person’s name, address, and telephone number in order to facilitate effective communication with the department regarding the request.

*b.* Mail requests shall be addressed to: Director, Department of Management, 1007 East Grand Avenue, State Capitol, Room 13, Des Moines, Iowa 50319-0015.

*c.* Electronic requests shall include the term “Public Records Request” in the subject field, and should be sent to the director’s E-mail address as found on the department’s Web site at [www.dom.state.ia.us](http://www.dom.state.ia.us).

*d.* Telephone requests should be made to (515)281-3322.

*e.* A person who submits a request orally will receive a verification letter or electronic communication, whichever is preferred by the requester, from the department verifying the specific scope of the search requested. The verification letter or electronic communication will be transmitted before the request for documents is processed.

In the event that a request cannot be fulfilled within a reasonable time, the requester will be so notified and an estimated completion date will be provided.

**8.3(3) *Record identification.*** Requests for access to a public record shall identify the particular public record to which access is requested by name or description in order to identify efficiently the desired record.

*a.* The requester’s description should specify:

- (1) The particular type of record sought.
- (2) The particular time period to be searched by start and end date.
- (3) The author or recipient, or both, of the record requested, to the extent possible.
- (4) To the extent possible, the particular records medium to be searched (i.e., letters, memoranda, reports, recordings).
- (5) Any other pertinent information that will assist the department in locating the record requested.

*b.* The requester shall specify if the request applies to a record stored in an electronic form and shall list the search terms to be used.

**8.3(4) *Record search.*** Department of management personnel should direct public records requests to the director for docketing and processing. Before a search is conducted, the director may contact the requester if there are questions concerning the scope of the record request. The department of management shall employ a staff member who is proficient in conducting electronic records searches within the department. This individual will be responsible for conducting all searches for electronic records that are accessible inside the department of management.

*a.* Upon receipt of a request for access to a public record, the department will promptly take all reasonable steps to preserve a public record while the request is pending.

*b.* Every public record that is gathered pursuant to a records request will be examined to determine whether the record is confidential and for completeness in response to the request.

*c.* Every record that is presented to the public for review shall be attached to a transmittal letter that specifies the manner in which the records search was performed.

*d.* Questions by the public regarding the scope of a records search or requests for an expanded search should be submitted to the director in writing.

**8.3(5) Fees.** A fee for time spent retrieving an open record or supervising the public examination of an open record, or both, may be charged to the requester of the record in an amount equal to the actual cost of time spent providing nonincidental retrieval or supervisory services, or both, as provided under applicable law. Whenever possible, an estimate of fees will be provided to the requester before a search is initiated.

*a.* The actual cost for nonincidental retrieval or supervisory services, or both, may vary according to the nature of the search that is specified by the requester. However, the fees for nonincidental retrieval or supervisory services, or both, performed by department of management staff pursuant to a request for records that are accessible inside the department of management will ordinarily be set at \$15 per hour. The fees for department of management records that are accessible only with the assistance of department of administrative services or state archives personnel will be based on the fee structure that is established by those agencies. Requesters are generally billed for fees after their request has been processed. However, if total fees are expected to exceed \$250, the department of management may require payment in advance of processing.

*b.* Photocopies of open records located in the department office will be provided at no charge for the first 25 pages, and \$0.20 cents per page for each additional page.