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I. STATEMENT OF PURPOSE

The University of North Carolina System Office, as a part of the public University of North Carolina System and as an agency of the State of North Carolina, is open and responsive to information requests from the public and the news media. Compiling records that have been requested requires the expenditure of resources. Therefore, in an effort to fairly recover the non-appropriated cost of responding to public records requests, and consistent with existing law and policy, the UNC System Office establishes the following policy. This policy will be implemented in accordance with the NC Public Records Act (N.C.G.S. Chapter 132, specifically N.C.G.S. § 132-6.2) and the NC Human Resources Act (N.C.G.S. Chapter 126, specifically Article 7).

II. COVERAGE

This policy applies to all requests for public records made to the University, regardless of requester. All requests should be provided in writing in order to create appropriate documentation for monitoring time and cost and billing as needed.

III. COPYING FEE

- A. If the requester asks for hard copies of documents, the University may charge the actual cost of copying. Generally, the University will not charge for the copying cost unless the number of pages exceeds twenty-five (25). Thereafter, the charge will be ten (10) cents per page for every page over 25 copied in black and white and capable of being reproduced in-house. If for any reason a request requires special handling (e.g., color copies, out-sourcing of copying function, etc.), the actual cost of such handling shall be calculated on a case-by-case basis.
- B. If the requester asks for documents in some other medium (e.g., disk or flash drive), the University may charge the actual charge for the media provided.
- C. If the requester requests transmission of the documents via email or other electronic means, the University may charge only for the special service charge described in paragraph IV, if applicable.
- D. The person responding on behalf of the University shall provide an estimate of the copying cost to the requester prior to making or releasing the copies, and allow the requester the option of either agreeing to pay the charge or revising the request.
- E. Multiple requests within a short period of time (up to 90 days) from the same individual or organization on the same or related topic will be considered a single request for purposes of determining whether to charge under this section.



IV. SPECIAL SERVICE CHARGE FOR EXTRAORDINARY PUBLIC RECORDS REQUESTS

- A. If the request is such as to require extensive use of information technology resources or extensive clerical or supervisory assistance, or if producing the records in the medium requested results in an excessive use of information technology resources, then the university may charge, in addition to any applicable copying fee, a special service charge. The special service charge will be reasonable and no greater than the actual costs incurred. The University considers more than four (4) hours to constitute extensive use of personnel resources.
- B. If preparation of the response to the request exceeds four (4) hours, the University will charge a presumed rate of \$18.00 per hour for the additional time. The person responding on behalf of the University will provide an estimate of the costs for an extraordinary request prior to making the records available for inspection or release and allow the requester the option of either agreeing to pay the charge or revising the request to narrow its nature or scope. Multiple requests within a short period of time from the same individual or organization will be considered a single request for purposes of determining whether to charge under this section.
- C. The actual cost of redacting legally privileged and/or confidential information may not be included in calculating this special service charge. However, the time spent reviewing for and redacting privileged and/or confidential information should be estimated and recorded as described in section V.

V. ACCOUNTING FOR TIME SPENT HANDLING PUBLIC RECORD REQUESTS

- A. To the extent practicable, all employees involved in fulfilling a public records request shall maintain a reasonable approximation of the time spent on that task to the nearest half hour.
- B. The approximation of time spent shall be maintained regardless of whether or not the employee's time is used to calculate a copying fee or service fee as described hereinabove.

VI. RELATED POLICIES/RESOURCES

- [North Carolina Public Records Act \(N.C.G.S. 132\)](#)

VII. RELATED FORMS

- None

VIII. CONTACT

- <https://uncsystemoffice.highq.com/uncsystemoffice/renderSmartForm.action?formId=0d47908e-0c7e-4da9-91e0-d5927dbe7d62>