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.4 Department Procedures in Supplying Public Records

- **.4.1 Records Availability**

- A. The California Public Record Act (CPRA) requires that public records be open to inspection at all times during regular office hours.
- B. Upon a request for a copy of records that reasonably describes an identifiable record or records, county personnel shall make the records promptly available to any person upon payment of fees covering direct costs of duplication, or a statutory fee if applicable.
- C. An exact copy shall be provided, unless impracticable to do so. If the record can be made available after portions of the records that are exempted by law are redacted, that will be done.
- D. When a member of the public makes a request to view a record where portions must be redacted that are exempted by law, causing County personnel to produce a copy of the redacted document, there shall be no cost to the requestor.

- **.4.2 Assistance to the Public/Press**

- A. County personnel will make every effort to assist the public and/or press make a focused and effective request that reasonably describes an identifiable record or records, in an effort to avoid unnecessary delay.
- B. Pursuant to Government Code Section 6253.1(a), when a member of the public makes a request, county personnel shall do all of the following to the extent reasonable under the circumstances:
 - (1) Assist the member of the public and/or press in identifying which public records are responsive to the request or to the purpose of the request, if stated;
 - (2) Describe to the person making the request the type of information technology, format and /or physical location of the existing records;

(3) Provide suggestions for overcoming any practical basis for denying access to the records of information sought.

- **.4.3 Fulfilling Requests**

A. A written request shall not be required.

(1) Where the request is clear or the information requested is of a nature that is ordinarily made available to the public, is disclosable, and/or easily retrieved, the information of records shall be released promptly.

B. Where county personnel is not able to ascertain the exact nature of the information requested, the breadth of information requested and/or the type of information requested, county personnel shall make every effort to ascertain exactly what information or records are requested for the person making the request. The county will do this verbally, and, if not successful, in writing.

C. County personnel will also consult with others, including other departments to discover whether the requested records exist, in what form the records exist, and, if necessary, the location of the records.

D. The requirements of Sections 15.04.02 and 15.04.03 shall be satisfied if the public agency is unable to identify the requested information after making a reasonable effort to elicit additional clarifying information from the requester that would help identify the record or records.

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