

Highline Community College Library
Operational Policy and Procedures

Instructional resources response to request for records

Purpose:

The following procedure outlines the process for Instructional Resources (IR) staff to respond to requests for internal records. The procedure provides for compliance with any type of request including subpoenas, search warrants, and other governmental requests, while assuring observance of state and federal laws, regulations and campus policy relating to confidentiality and privacy of college records.

Procedure:

This procedure applies to requests for records within Instructional Resources and for requests for records in any Highline instructional lab area not under the administration of Instructional Resources, such as the Federal Way Center labs administered by the Center for Extended Learning.

This procedure applies to requests coming from outside the campus, requests from within the campus community, and outside requests referred from within the campus or community college system.

Staff members who are approached with a request for information concerning any instructional resources records, other than the requestor's personal information, are to indicate that such information is confidential and that the staff member does not have the authority to release such information. Requests for records will fall into one of the following three circumstances:

1. Unofficial requests. These requests may come from a member of the general public, parent, spouse, friend, faculty member or other college employee. Staff members are to indicate that records are confidential and that the staff member does not have the authority to release such information. The staff member will provide the requestor with a brief explanation as to rationale for privacy of such records and, if appropriate, cite the state and federal laws that protect the privacy and confidentiality of records. If the requestor is not satisfied with the explanation, the staff member may refer the individual to her/his department supervisor or the Dean of Instructional Resources.
2. Official requests with documentation. When the requesting party is a law officer or a representative of a governmental agency or department and is presenting a subpoena or other formal, documented request, the staff member will indicate that he/she does not have authority to accept or act on subpoenas, search warrants or other documents; the staff member will further indicate that such requests are handled only by the Dean of Instructional Resources or the Dean's designee. The staff member is to immediately

contact the Dean's office and inform the Dean or the IR office staff of the request. If no one is available in the IR Administrative office, see procedures below. The staff member should also inform her/his immediate supervisor of the request. In the event the requesting party has a search warrant and insists on immediate execution of the search, the staff member is to immediately contact the Dean's office and inform the Dean or the IR office staff of the request. If no one is available in the IR Administrative office, see procedures below. The staff member should also inform her/his immediate supervisor of the activity that is underway.

3. Official requests without documentation. When the requesting party is a law officer or a representative of a governmental agency or department, the staff member will indicate that he/she does not have the authority to release such records and will further indicate that such requests are handled only by the Dean of Instructional Resources or the Dean's designee. The staff member is to immediately contact the Dean's office and inform the Dean or the IR office staff of the request. The staff member should also inform her/his immediate supervisor of the request.

In the event there is no one in the Dean's Office, the staff member will so inform the requestor and refer the requestor to the member of the Instructional Resources management that is available. Instructional Resources management and the order of contact are: Associate Director of the Library, Director of Instructional Computing, Director of Circulation Services, and Director of Media Services.

In the event that the request is made outside of the normal business hours, the staff member is to use the emergency telephone tree to contact the Dean or a member of the Instructional Resources management.

The Dean or her designee will determine the authenticity of the requestors credentials and immediately contact Highline's Assistant Attorney General for a review of the request and the document's legal sufficiency. The Dean will inform the requestor of this procedure.

Next steps will be taken upon the advice of the Assistant Attorney General.

Electronic records:

The release of electronic records is handled by a committee comprised of the Executive Director of Administrative Technology, the Dean of Instructional Resources and the appropriate Director within Instruction Resources having direct knowledge of the systems to be accessed.

Highline employees will be involved in the sorting and selecting of electronic records. Highline reserves the right to contract out the sorting and selecting of electronic records.

When allowable, provision of the requested information will be made on a cost recovery basis.

Date of Adoption: **March 2, 2009**

Key Department: **Instructional Resources Administration**

Key Person: Monica Luce, **Interim Dean of Instructional Resources**

Revisions: