



**Community Relations**  
**40 Orange Street**  
**St. Augustine, FL 32084**  
**Phone: (904) 547-7637 FAX: (904) 547-7523**

## **Public Records Requests Protocol**

The Florida Public Records Law authorizes the public to inspect, photograph and copy public records maintained by the St. Johns County School District. Public records are records made or received in connection with the District's official business. However, there are many statutory exemptions from public records disclosure, and some records are statutorily designated as confidential (student information, social security numbers, health care records, etc.).

District protocol requires the on-site records custodian, or the Community Relations Department's (CRD) staff as the custodian's designee, to review requested records to confirm they are subject to public disclosure under the Florida Public Records Law and to coordinate inspection and copying.

An individual requesting to inspect, photograph or obtain copies of public records does not have to show identification or give a reason for the request. If request is being made in person, the individual may remain in the lobby of the school or building where the request is being made while the request is processed in accordance with this protocol.

### **Designation of Community Relations Department Staff As Custodians' Statutory Designee**

On behalf of District public records custodians, the CRD staff is the school district's designee for responding to public records requests. The designated staff members are Christina Langston, Emily Serrano and Danielle Cook. They can be reached by contacting the Community Relations Department at (904) 547-7637 or by email at [sjpubrec@stjohns.k12.fl.us](mailto:sjpubrec@stjohns.k12.fl.us).

### **Protocol for Responding to Public Record Requests**

Public records requests will be processed as follows:

#### **General Rules**

Requests addressed or received at the District offices on Orange Street will be processed by the CRD as the custodian's designee. Requests made or addressed to District schools or other offices may be processed by the on-site custodian. Alternatively, the on-site custodian may refer that request to designated CRD staff for response.

Complex requests that would involve numerous records, extensive research, or IT retrieval, or that raise confidentiality or exemption issues, should be referred to CRD to process as designee.

Requests should be promptly acknowledged by the custodian or designee.

If an on-site custodian refers a request to the CRD, the on-site custodian should provide the requesting party with the name(s) and contact information of the designed staff member(s).

The on-site custodian or designee, as applicable, should:

- a) Acknowledge the request.
- b) Process the request in good faith and in a reasonable time.
- c) Determine the existence and location of the requested records.
- d) Review the requested records for confidential or exempt material, and possible redaction.
- e) Notify the requesting party of any claim of confidentiality or exemption.
- f) Produce the non-exempt, non-confidential records for inspection and possible copying.

### **In Person Requests**

The custodian who receives the request should request a description of the requested records. The CRD's optional public records request form found at [www.stjohns.k12.fl.us/cr/request/](http://www.stjohns.k12.fl.us/cr/request/) may be used for this purpose. However, the request does not need to be made using the form or in writing. The request can be verbal.

An on-site custodian may refer the request to the CRD staff as designee. If the on-site custodian elects to process the request, he or she should follow the General Rules stated above.

If copies are requested, the custodian should determine how the requesting party would like them delivered (on-site pick-up, email, fax, etc.). The requesting party may wait for copies during office hours.

For questions, contact the CRD at (904) 547-7637.

### **Other Requests**

Public records requests submitted by mail, electronically (email, telephone, fax, etc.) or other media should be processed as follows:

Requests for email and other electronic records may be addressed to the CRD, or by email to [sjpubrec@stjohns.k12.fl.us](mailto:sjpubrec@stjohns.k12.fl.us).

Requests addressed to a school or individual department may be reviewed and processed at the school or department level if they do not request electronic records and it is practical and convenient for the school or department to respond. Otherwise, the request should be referred to CRD staff identified above as the custodian's designee.

### **Student Records**

Parents and students 18 years of age or older are entitled to inspect and copy their education records upon reasonable notice. Student records are not subject to public disclosure.