


Records Request

BSB 0104-26

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 Date: *1/30/2023*

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 Date: *1/30/2023*

BOILER SAFETY BUREAU
STANDARD OPERATING PROCEDURE

Division/Bureau: Standards & Inspections/Boiler
Document name: Boiler Procedure 0104-26
Adoption date: 3/29/2018
Revision date: *1/30/2023*
Revision #: *1*

RECORDS REQUEST – BSB 0104-26 ***R1***

1.0 PURPOSE

- 1.1 To provide instruction to the Boiler safety Bureau (BSB or Bureau) support staff on the proper method for processing an information request under North Carolina Public Records Law.

2.0 SCOPE

- 2.1 This procedure is applicable to processing written information requests received via email or hardcopy by the BSB.

3.0 PERSONNEL RESPONSIBILITIES

- 3.1 The Bureau Chief has the overall responsibility for the implementation of this procedure.
- 3.2 The Assistant Bureau Chief has day-to-day responsibility for ensuring BSB support staff work in accordance with this procedure.
- 3.3 Boiler Safety Bureau support staff are responsible for cognizance, understanding, and strict adherence to this procedure when processing information requests.

4.0 SAFETY AND HEALTH ISSUES

- 4.1 Not applicable.

5.0 PROCEDURE

Written information requests are addressed to the Bureau Chief. They are received by the Bureau via e-mail, facsimile, and physical mail. The following instructions focus on processing the requests.

- 5.1 The owner/user/third party submits a form or letter requesting information on specific locations, objects, and/or inspections within a specific time frame.
- 5.2 The BSB support staff will search for specifically requested records in the ***BSB inspection database***:
 - 5.2.1 Select BPV/Work Planning Tab
 - 5.2.2 On this web page, you have the options to search by Location Criteria, Violation Criteria, and Object Criteria.
 - 5.2.3 Enter as much data as possible from the request to aid in finding information to fulfill the request.
 - 5.2.4 If searching for specific inspections from a specific time frame, select BPV/Search Inspections tab.
 - 5.2.5 Repeat step 5.2.3 above.
 - 5.2.6 Once you have found all the information you can for the request, click “Reports” at the bottom of the screen.
 - 5.2.7 You will have the options to either save a “Location Detailed Report” from the BPV/Work Planning page or save “Print Inspections” from the BPV/Search Inspections page.

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5.3 The BSB support staff will search for specifically requested records in OnBase Unity Client System.

5.3.1 Log in to the OnBase Unity Client System.

5.3.2 Select “Retrieval” at the top of the page and select “Boiler”.

5.3.3 Specify which forms or reports you are searching by selecting a document type or group.

5.3.4 Enter the NC number or National Board number for the records you are searching and click “Find” at the bottom of the page.

5.3.5 The results should appear on the screen on the right. Save the results in PDF. format.

5.4 Search all paper files in the office for any information that will be pertinent to filling the request.

5.4.1 Any paper records found will be scanned and saved in a PDF format for the records request, unless paper copies are requested.

5.5 Once all the records specific to the request are gathered, the Bureau Chief will review the results

5.6 After the Bureau Chief approves the results of the records search, send the results to the requestor in electronic PDF format, if possible, or in print format.

5.6.1 Provide an approved copy to the Administrative Assistant for filing.

6.0 Customer Service Requirements

6.1 This procedure is intended to provide the customer, be it the public, employees of the Bureau, or other State agencies, with the most efficient service, information, training, and assistance possible.

7.0 Data and Record Management

Records shall be maintained in accordance with the Functional Schedule for North Carolina State Agencies as adopted by State Archives, a Division of the North Carolina Department of Natural and Cultural Resources.