4-Step Response to Request 4 E-Records

1. Has requester asked for the record in an electronic format?
   - Provide the record in paper.
   - NO
   - YES

2. Does the record contain exempt information? (Make sure you check metadata too.)
   - Provide the record in its Native Format.
   - NO
   - YES

3. Does the requester want the record in its native format?
   - Explain cost
   - NO
   - YES

4. Is the requester willing to pay for customized access?
   - Prepare budget for cost and confirm.
   - NO
   - YES