



University of East Anglia

Information Services Directorate

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12 January 2016

Dear

Freedom of Information Act 2000 – Information request (ref: FOI_16-004)

We have now considered your request of 06 January 2016 for the following information:

'I would like to know the total number of times the university library has been accessed by students (both undergraduates and postgraduates) in the academic year 2014/15. Please provide the figures for each library separately. If you cannot provide me with the figures from each library, please indicate which ones were unavailable.'

Thank you for the confirmation, received on 11 January, that we should not include the Library at the Sainsbury's Centre for Visual Arts in our response.

Our response is as follows:

UEA has one central University library building and access is controlled by card or, where required, staff manual override of security gates to enable access for individuals who have no card. There is another specialist library within the Queen Elizabeth Hospital at King's Lynn, however no records are kept of access to this library.

Prior to January 2015 we recorded only the total number of card 'swipes' into the University library building, and therefore do not hold complete information on the number of times students (as opposed to staff or visitors) accessed this building in the academic year 2014/15.

From January 2015 to the end of July 2015 there were 817,797 separate student card accesses to the Library building. This figure includes undergraduate, taught postgraduate and research postgraduate students, and represents all instances where a student card was used to access the building, including multiple accesses by individual students. It does not include instances where students may have accessed the building via a manual override (override data are not broken down by type of library user).

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal

received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia