



University of East Anglia

Information Services Directorate

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[REDACTED]

21 December 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-245)

We have now considered your request of 14 December 2016 for the following information:

- 1. The total number of library fines given to students*
- 2. The individual amount of each fine issued and how much they total to*
- 3. The number of students fined*

I would like the above information for the academic years 2013/14, 2014/15 and 2015/16.'

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

Due to the nature of our library system, we are unable to readily extract the requested data without a large amount of manual intervention. Our system can only provide data in relation to 'patrons' (i.e. any Library user). To extract just the information pertaining to students we would need to create and run SQL reports for each month of each year, then undertake a manual matching/cross-checking exercise. While it is difficult to estimate precisely how long it would take us to undertake this initial separation of student data, we are confident it would far exceed the 18-hour limit.

Even if we were able to readily extract the student 'patrons', the large numbers of fines issued in any given year would further complicate the process. The Library issues around 80,000 fines each year. These are issued by item and accrue daily, meaning each item borrowed can result in a separate fine, which would then need to be matched to an individual student.

To assist you in formulating a future request to which we could respond, we believe all of the following related information could be provided for each of the three requested years within the 18-hour limit:

1. *The total number of library fines given to students*
We believe we could provide information on the total number of fines given overall, but this would include fines given to staff, external borrowers and anyone else with borrowing rights at UEA Library.
2. *The individual amount of each fine issued and how much they total to*
We believe we can provide an overall yearly total for the fines given to all individuals, but this would include fines given to staff, external borrowers and anyone else with borrowing rights at UEA Library.
3. *The number of students fined*
Assuming you would like to know about those 'given fines' (as in question 1), we believe we could provide a figure for the overall number of individuals fined in each year.

We are sorry we cannot provide the requested information on this occasion but hope this adequately explains our position. If you are unhappy with our response you have the right of appeal. If you wish to appeal, please set out in writing your grounds of appeal and send to the address noted in the heading to this letter.

You must appeal our decision 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 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