



University of East Anglia

Information Services Directorate

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██████████

23 November 2017

Dear ██████████

Freedom of Information Act 2000 – Information request (ref: FOI_17-265)

We have now considered your request of 31 October 2017 for the following information:

I am ... writing to ask about library fines during the academic year 2016/2017, under the Freedom of Information Act. For the time period starting from the first day of term, covering the next 364 days (e.g. one full year), please provide:

- 1. The total amount of money the library received from the payment of overdue items. Exclude costs of replacing lost books if possible – this request solely relates to the cost of items that are returned later than their due date.*

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.

Specifically, it is not possible to provide a total figure for the funds received (i.e. actually paid) to the Library in total within 2016/17. This is due to the fact that fines unpaid for 30 days are entered into our Debtors system within our Finance department and in order to determine if an invoice has been actually paid, the individual invoice must be located and manually examined. There are some 5,027 records to check and we estimate that each record would take 1 minute to check. This will result in 83 hours of work which is clearly over the statutory appropriate limit.

We can provide the overall figure for library charges assessed in 2016/7 which is £77,361.73. It is not possible to separate out from this total assessed income attributable solely to library fines, excluding the cost of replacing books. We can also state that of this amount £41,321.67 was collected by the Library itself and represents library fine income alone.

In relation to the £36,040.06 out of the total assessed library charges for 2016/17 not directly collected by the Library, we cannot determine how much of this amount is made up of library fine charges, nor can we, within the appropriate limit, determine how much of this amount has actually been paid to the Library.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at 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

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia