



University of East Anglia

Information Services Directorate

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[REDACTED]

05 December 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-291)

We have now considered your request of 22 November 2017 as clarified on 27 November for the following information:

How much money has the university made from student library fines for the following academic years?

2016-2017

2015-2016

2015-2014

2014-2015

[Clarified on 27 November to exclude charges for lost books but include handling charges for overdue books, to request both the amount derived solely from students and the overall amount, including staff and external patrons, and to request the actual funds received, not the amount assessed.]

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, we cannot provide the actual funds received as opposed to amount assessed in fines. 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 approximately 5,000 records per annum to check and we estimate that each record would take 1 minute to check. This will result in 330 hours of work which is clearly over the statutory appropriate limit.

To assist you in formulating a request to which we can respond, we can advise that we are in a position to supply actual funds received within the Library itself (i.e. any fines not entered into the Debtors system) and the amount within this paid solely by students. In the alternative, we can also provide the total amount of assessed fines.

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