



University of East Anglia

Information Compliance (ITCS)

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15 May 2018

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_18-099)**

We have now considered your request of 26 April 2018 for the following information:

*'I would like to request the following information please:*

- How much money has the university received in library fines in the last three academic years? (ideally, including 2017/18 so far)*
- How many library fines have been issued in total in the last three academic years?*
- How much money is currently outstanding in unpaid library fines?*
- What are the five longest overdue book returns currently - how long have they been outstanding, and what are the books?'*

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 by the University as opposed to the amount issued 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 83 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 can provide a response to questions 2, 3 and 4 of your request, and, in relation to question 1, we can provide the amount of fines issued and/or actual funds received within the Library itself (i.e. any fines not entered into the Debtors system).

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](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