

[REDACTED]

25 August 2015

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_15-142)**

We have now considered your request of 03 August 2015 for

*“...how much your university's library/libraries have charged for: a) overdue books; b) books lost/damaged/stolen. Can you also tell me: c) how much of this has been successfully collected; d) how many books have been overdue and lost/damaged/stolen; and e) how many students have been charged for overdue books and lost/damaged/stolen books.”*

Unfortunately on this occasion 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, relates to a request in its entirety. 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 information requested.

Specifically, the time required to provide the information requested in question (b) of your request would alone require more than the appropriate limit as this would require a line by line extraction of data from all transactions and then further analysis to determine the charge for replacement books. We also calculate approximately 14 hours work to respond to question (c) to search monthly fines reports and then cross-check to determine if the fine was collected.

Similarly, to answer questions (d) and (e) would exceed the appropriate limit. In the former, we are not able to provide the number of items or books that have been lost, stolen or damaged within an overall figure of overdue items or books within the limit. In the case of the latter, as system reports cannot distinguish students from any other Library user, the only way to provide the requested information would involve a manual cross-checking of all overdue reports.

While we regret we are not able to respond to your request as it stands, we would be able to respond to a request that was simpler and narrower in scope.

To start, for reporting purposes our system cannot distinguish ‘books’ from other items so any request for ‘items’ would be easier to address. Additionally, our system

can only provide data in relation to 'patrons' (i.e. any Library user) so any attempt to restrict information to 'students' only would be likely to exceed the appropriate limit.

As noted above, we are not in a position to provide the number of items or books that have been lost, stolen or damaged within an overall figure of overdue items or books, nor can we provide a figure for either students or any patrons that have been charged for overdue items/books and lost, damage, or stolen items/books.

We can, however, provide data on the amount of fines charged for overdue items, and the number of overdue items. We can provide information on the amount banked by the Library annually regardless of source and the amount owing to the Library on the 1<sup>st</sup> of any month (excluding replacement books).

We hope the information we have provided will help in drafting a new request if required, but also note that 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](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

David Palmer  
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University of East Anglia