

Our Ref: GL051

21 December 2020

Response by email only: request-707843-1fcec2xx@xxxxxxxxxxxxxxxxxxx.xxx

Dear Mr Weston,

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 (“The Act”)

Thank you for your correspondence of 22 November 2020 where you asked for information relating to expenditure by Glasgow’s libraries. For reference, the full details of your request are set out in the Annex to this letter.

Culture & Sport Glasgow (trading as Glasgow Life) is treating your request as a request for information under the Freedom of Information (Scotland) Act 2002.

On inspecting our records, however, it would appear that compliance with this request which asks for records held over a ten year period would cost Glasgow Life more than the upper limit allowed by section 12(1) of the Act and the fees regulations made under the Act (this limit is currently £600). Accordingly we are unable to comply with your request.

Glasgow Life has the option of complying with requests where the costs exceed £600. However, on this occasion we have decided not to do so due to the resources (both financial and human) which voluntary compliance with this request would divert away from our core business.

If you would like to narrow the scope of your request, for example, by date, we may be able to provide you with some information.

Right of Review

If you are dissatisfied with the way Glasgow Life has dealt with your request you are entitled to require Glasgow Life to review its decision. Please note that for a review to take place you must:

- Lodge a written requirement for a review within 40 working days of the date of this letter
- Include a correspondence address and a description of the original request and the reason why you are dissatisfied.
- Include the reference number as provided at the top of this letter.
- Address your request to the following Director



Commonwealth House, 38 Albion Street, Glasgow, Scotland, G1 1LH • tel: 0141 287 4350 • info@glasgowlife.org.uk • www.glasgowlife.org.uk

Directors: Sir Angus Grossart, Dr Bridget McConnell CBE (Chief Executive), Councillor David McDonald (Chair), Dilawer Singh MBE, Iain MacRitchie, John McCormick, Lee McConnell, Professor Lesley Sawers OBE, Professor Sir Anton Muscatelli, Councillor Franny Scally, Councillor Michael Cullen, Councillor Martin McElroy, Bailie Norman MacLeod, Benny Higgins.

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Director of Finance and Corporate Services
Glasgow Life
38 Albion Street
Glasgow G1 1LH

Email: FOI@glasgowlife.org.uk

You will receive notice of the results of the review within 20 working days of receipt of your request. The notice will state the decision reached by the reviewing officer as well as details of how to appeal to the Scottish Information Commissioner if you are still dissatisfied with Glasgow Life's response. You must request an internal review by Glasgow Life before a complaint can be directed to the Scottish Information Commissioner.

For your information, an appeal can be made to the Scottish Information Commissioner by contacting his office as follows if you do remain dissatisfied with the outcome of the Glasgow Life's review decision:

Address: Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS.
Email: enquiries@itspublicknowledge.info
Telephone: 01334 464610

You can also use the Scottish Information Commissioner's online appeal service to make an application for a decision: www.itspublicknowledge.info/appeal

If you wish to submit a complaint in relation to the manner in which Glasgow Life has handled your request for information then you can do so by requesting that the Glasgow Life review its decision. Details of how to request a review are set out in the above paragraph "Right of Review".

Yours sincerely,

Information Compliance Team
Glasgow Life

Annex

Details of your request:

“Freedom of Information request - Library expenditure

Dear Culture and Sport Glasgow,

Please can you provide a breakdown of the money spent in the last decade on the following technologies for Glasgow libraries:

- Expenditure on the library web catalogue and other library management systems provided by Axiell***
- Expenditure on the Glasgow Libraries mobile apps provided by Solus UK Ltd***
- Details of any other expenditure related to making the Glasgow Libraries catalogue publicly available online***

Please include details of how these services were procured, specifically:

- Briefs, budgets, technical specifications, requirements documents, tender documents and other documents related to the selection of these suppliers (Axiell and Solus UK Ltd)***
- How Culture and Sport Glasgow measures the efficacy and value for money provided by these suppliers on an ongoing basis***
- How Culture and Sport Glasgow ensures these suppliers' digital products meet Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 and the Equality Act 2010***
- When are these contracts due to be renewed?”***