

Our Ref: **FOI GL085_Q4_21-22**

28 January 2022

Send by e-mail to: request-821064-fcd01be0@whatdotheyknow.com

Dear Mr McGregor

REQUEST UNDER THE FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for the Freedom of Information request that you submitted to Glasgow Life on 10 January 2022, regarding the 25 books borrowed most often in 2021, and the numbers of times these books were borrowed.

We confirm that Culture & Sport Glasgow (trading as Glasgow Life) is treating your request for this information under the terms of the Freedom of Information (Scotland) Act 2002 ("the Act").

On inspecting our records, it would appear that compliance with this request 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.

By way of explanation, we can advise that the information that you have requested is not captured separately, as it is not required for our day-to-day management of library stock. The reporting software that we use is pre-configured to extract only what set parameters dictate, and no report exists on the system that would provide the information which you have asked for. In order to extract the data that you have requested, we would require to obtain a new report from our software provider, the charge for which would exceed the £600 upper limit set under the terms of the Act.

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.

Right of Review

If you are dissatisfied with the way in which Glasgow Life has dealt with your information 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

Everyone deserves to live a great Glasgow life. We need your support to make sure they do.

Commonwealth House | 38 Albion Street | Glasgow | G1 1LH | General Enquiries Tel: 0141 287 4350 | Complaints Tel: 0141 287 8977
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 John Brown CBE, Professor Sir Anton Muscatelli, Bailie Annette Christie, Councillor Laura Doherty, Councillor Frank McAveety, Councillor Eva Bolander, Mrs Siobhan Nairn.

Glasgow Life, registered as Culture and Sport Glasgow, is a Scottish Charity (No SC037844) regulated by the Scottish Charity Regulator (OSCR).



- Include your full name, a correspondence address, 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:

Director of City Marketing and External Relations
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 if you do remain dissatisfied with the outcome of the Glasgow Life's review decision. You can access the Commissioner's online appeal service portal to make an application for decision here: www.itspublicknowledge.info/appeal.

Alternatively, you can contact the Scottish Information Commissioner using the following details:

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

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

<https://www.glasgowlife.org.uk/the-small-print/privacy-statement-for-glasgow-life>