

Carly Roberts by email to  
[request-812042-c808f031@whatdotheyknow.com](mailto:request-812042-c808f031@whatdotheyknow.com)

Our ref: FOI 11271

Your ref:

Date: 31/12/2021

Dear Carly Roberts

## **Freedom of Information Request FOI 11271**

I am writing regarding your request for information, which was received on 29<sup>th</sup> November 2021. In that request you asked us the following questions and I can confirm that the search for the information you requested has been completed and our responses are given in the accompanying document. Please note we have only been able to supply data from April 2018 as we changed to a new Library Management system in March 2018 and can no longer access the previous system.

### **How many libraries does the local authority maintain?**

**A breakdown of the number of books borrowed between January 1, 2016, to present day (November 29, 2021).**

**A breakdown of the number of books not returned between January 1, 2016, to present day (November 29, 2021).**

**A breakdown of the cost of fines given out for library books not being returned, damaged or lost between January 1, 2016, to present day (November 29, 2021).**

**A breakdown of the top ten borrowed books (by book title and author's name) between January 1, 2016, and present day (November 29, 2021).**

**A breakdown of the number of library members for each year between January 1, 2016, to present day (November 29, 2021).**

**A breakdown of the number of books and titles banned by libraries between January 1, 2016, to present day (November 29, 2021).**

If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our response, you should write to the Knowledge and Information Manager, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER.

If you are not content with the outcome of your review, you can make a complaint under the Council's complaints process by writing to Corporate Complaints Officer, Office of the Chief Executive, PO Box 6, Civic Centre, Victoria Avenue, Southend-on-Sea, Essex, SS2 6ER.

You can also apply directly to the Information Commissioner (ICO) for a decision although generally the ICO cannot make a decision unless you have exhausted the Council's complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Business Support Administration

T: 01702 215909

E: [ACSBusinessSupport@southend.gov.uk](mailto:ACSBusinessSupport@southend.gov.uk)