

17 July 2023

Kia ora

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 16 June 2023. You requested the below information:

- Number of books borrowed.
- Average time in days a book is out for, before it is returned.
- What proportion of borrowed books were out for greater than 21 days.
- What proportion of borrowed books were out for greater than 42 days.

Wellington City Council has partly **granted** your request for information.

**Number of books borrowed:**

Financial year	Total items borrowed
1 July 2020 – 30 June 2021	2,739,526
1 July 2021 – 30 June 2022	2,609,590
1 July 2022 – 31 May 2023	2,467,181

**Book returns:**

The Council has a wide range of loan periods and borrower categories across our collections, as well as item renewals and other services. With over 2.5 million items borrowed per year, the analysis required to give a proportion of items returned within a certain time-period would be very difficult and time-consuming, as our library systems are not set up to easily retrieve this type of comparison information. This will divert staff resources away from business-as-usual work. This part of your request has been refused under section 17(f) of the Act that the information requested cannot be made available without substantial collation or research.

The Council can provide you with two snapshots of all items that were borrowed on a particular day in that month as part of our 6-month review of fines free.

Returned:	Before due date:	On due date:	Item renewed:	1-7 days overdue	8-14 days overdue	15-21 days overdue	22-30 days overdue	Not returned
Mar 2022	55%	16%	18%	8.5%	1.4%	.3%	.3%	.3%
Nov 2022	53.2%	5.8%	22%	15.6%	1.4%	.7%	.9%	.4%

**Right of review**

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Asha Harry

**Official Information**