

4 May 2017

Glenn McConnell
Entertainment Reporter
Fairfax Media

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Dear Glenn

I refer to your request dated 30 March 2017 for information on Library information including debt, fees and no return of books.

Your request has been considered under the Official Information and Meetings Act (1987) and the following response is provided as below:

1 The largest debt owing to the Library:

As at March 2017, the largest debt owed to the Dunedin Public Libraries is \$1,442.51. In addition there is \$288.50 owed to the agency that collects the debt on behalf of the Library. The components of this debt are as follows:

Owed to the Library

\$8.00	DVD rental charges
\$45.90	Overdue fines
\$225.00	Processing fees
\$1,148.61	Lost item charges
\$15.00	Debt collection agency referral fee

Owed to the Debt Collection Agency

\$288.50 Commission

2 The breakdown of the amounts and the items they relate to and how long the items have been overdue are as follows:

Kiss [sound recording]	39001015283883	OVERDUE	\$0.30	\$0.30	21/2/2015
When the sun goes down [sound recording (CD)]	39001015359253	OVERDUE	\$0.30	\$0.30	21/2/2015
Animal [sound recording (CD)]	39001013327260	OVERDUE	\$0.30	\$0.30	21/2/2015
Heaven on earth [sound recording (CD)]	39001015843264	OVERDUE	\$0.30	\$0.30	21/2/2015
Pink Friday roman reloaded [sound	39001015209854	OVERDUE	\$0.30	\$0.30	21/2/2015

recording]					
Funhouse [sound recording (CD)]	39001012070572	OVERDUE	\$0.30	\$0.30	21/2/2015
Missundaztood [sound recording (CD)]	39001009608400	OVERDUE	\$0.30	\$0.30	21/2/2015
Now that's what I call music! 31 [sound recording (CD)]	39001012070150	OVERDUE	\$0.90	\$0.90	21/2/2015
Now that's what I call music. 32 [sound recording (CD)]	39001013332450	OVERDUE	\$0.90	\$0.90	21/2/2015
Best of the Corrs [sound recording]	39001015177861	OVERDUE	\$0.90	\$0.90	21/2/2015
My worlds [sound recording (CD)]	39001013314599	OVERDUE	\$0.90	\$0.90	21/2/2015
Girl who got away [sound recording (CD)]	39001015448908	OVERDUE	\$0.90	\$0.90	21/2/2015
Songs for my mother [sound recording (CD)]	39001012914027	OVERDUE	\$0.90	\$0.90	21/2/2015
Skins. Complete fourth series [videorecording (DVD)]	39001014714193	CHARGE	\$2.00	\$2.00	21/2/2015
Skins. Complete fourth series [videorecording (DVD)]	39001014714193	OVERDUE	\$4.80	\$4.80	21/2/2015
Live from Austin TX [videorecording]	39001012980580	CHARGE	\$2.00	\$2.00	21/2/2015
Live from Austin TX [videorecording]	39001012980580	OVERDUE	\$6.90	\$6.90	21/2/2015
Adele [videorecording (DVD)] : live at the Royal Albert Hall	39001012480003	CHARGE	\$2.00	\$2.00	21/2/2015
Adele [videorecording (DVD)] : live at the Royal Albert Hall	39001012480003	OVERDUE	\$6.90	\$6.90	21/2/2015
Treasure [sound recording (CD)]	39001013983898	OVERDUE	\$0.90	\$0.90	21/2/2015
The love album [sound recording (CD)]	39001012000017	OVERDUE	\$0.90	\$0.90	21/2/2015
MCMXC a.D. [sound recording (CD)]	39001011984815	OVERDUE	\$0.90	\$0.90	21/2/2015
Shepherd moons [sound recording]	39001011986687	OVERDUE	\$0.90	\$0.90	21/2/2015
Trespassing [sound recording (CD)]	39001015866851	OVERDUE	\$0.90	\$0.90	21/2/2015

Juice Newton's greatest hits (and more) [sound recording (CD)]	39001015827424	OVERDUE	\$0.90	\$0.90	21/2/2015
Let go [sound recording (CD)]	39001013401784	OVERDUE	\$0.90	\$0.90	21/2/2015
Flesh and blood [sound recording (CD)]	39001011294249	OVERDUE	\$0.60	\$0.60	21/2/2015
Ora [sound recording (CD)]	39001015294112	OVERDUE	\$0.60	\$0.60	21/2/2015
Now that's what I call music. 46 [sound recording (CD)]	39001016135611	CHARGE	\$2.00	\$2.00	21/2/2015
Now that's what I call music. 46 [sound recording (CD)]	39001016135611	OVERDUE	\$7.50	\$7.50	21/2/2015
Holy Smoke [sound recording (CD)]	39001012058429	OVERDUE	\$0.60	\$0.60	21/2/2015
Child of the universe [sound recording (CD)]	39001015301297	OVERDUE	\$0.60	\$0.60	21/2/2015
Drive [sound recording (CD)]	39001010780404	OVERDUE	\$0.60	\$0.60	21/2/2015
So you wanna be a rock 'n' roll star [sound recording (CD)]	39001009611750	OVERDUE	\$0.60	\$0.60	21/2/2015
Birds [sound recording (CD)]	39001011922914	OVERDUE	\$0.60	\$0.60	21/2/2015
The best of Sharon O'Neill [sound recording (CD)]	39001011984591	OVERDUE	\$0.60	\$0.60	21/2/2015
Gravel & wine [sound recording (CD)]	39001010017393	OVERDUE	\$0.60	\$0.60	21/2/2015
Strictly dance 2010 [sound recording (CD)]	39001013288439	OVERDUE	\$0.60	\$0.60	21/2/2015
Now that's what I call music. 33 [sound recording (CD)]	39001013314516	LOST	\$23.99	\$23.99	19/3/2015
Now that's what I call music. 33 [sound recording (CD)]	39001013314516	PROCESSFEE	\$5.00	\$5.00	19/3/2015
Now that's what I call music! 35 [sound recording (CD)]	39001014713419	LOST	\$23.47	\$23.47	19/3/2015
Now that's what I call music! 35 [sound recording (CD)]	39001014713419	PROCESSFEE	\$5.00	\$5.00	19/3/2015
Simply the best electro pop [sound	39001013314946	LOST	\$23.99	\$23.99	19/3/2015

recording (CD))					
Simply the best electro pop [sound recording (CD))	39001013314946	PROCESSFEE	\$5.00	\$5.00	19/3/2015
The Midas touch [sound recording] : the very best of the Hollies	39001013320661	LOST	\$27.99	\$27.99	20/3/2015
The Midas touch [sound recording] : the very best of the Hollies	39001013320661	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Speak now [sound recording (CD))	39001013394658	LOST	\$23.47	\$23.47	20/3/2015
Speak now [sound recording (CD))	39001013394658	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Born this way [sound recording (CD))	39001013464295	LOST	\$19.56	\$19.56	20/3/2015
Born this way [sound recording (CD))	39001013464295	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Pitch perfect [sound recording (CD)) : original motion picture soundtrack	39001015313201	LOST	\$29.99	\$29.99	20/3/2015
Pitch perfect [sound recording (CD)) : original motion picture soundtrack	39001015313201	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Feed me diamonds [sound recording]	39001015413571	LOST	\$29.95	\$29.95	20/3/2015
Feed me diamonds [sound recording]	39001015413571	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Bangerz [sound recording (CD))	39001015707295	LOST	\$23.95	\$23.95	20/3/2015
Bangerz [sound recording (CD))	39001015707295	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Taylor Swift [sound recording (CD))	39001014975778	LOST	\$23.98	\$23.98	20/3/2015
Taylor Swift [sound recording (CD))	39001014975778	PROCESSFEE	\$5.00	\$5.00	20/3/2015
The fame monster [sound recording (CD))	39001012919588	LOST	\$23.99	\$23.99	20/3/2015
The fame monster [sound recording (CD))	39001012919588	PROCESSFEE	\$5.00	\$5.00	20/3/2015
Adele [videorecording (DVD)] : live at the Royal Albert Hall	39001012480003	LOST	\$26.99	\$26.99	26/3/2015
Adele [videorecording (DVD)] : live at the Royal Albert Hall	39001012480003	PROCESSFEE	\$5.00	\$5.00	26/3/2015

Live from Austin TX [videorecording]	39001012980580	LOST	\$12.50	\$12.50	26/3/2015
Live from Austin TX [videorecording]	39001012980580	PROCESSFEE	\$5.00	\$5.00	26/3/2015
		REFERRAL	\$15.00	\$15.00	1/4/2015
Skins. Complete fourth series [videorecording (DVD)]	39001014714193	LOST	\$31.30	\$31.30	2/4/2015
Skins. Complete fourth series [videorecording (DVD)]	39001014714193	PROCESSFEE	\$5.00	\$5.00	2/4/2015
Now that's what I call music. 46 [sound recording (CD)]	39001016135611	LOST	\$21.73	\$21.73	2/4/2015
Now that's what I call music. 46 [sound recording (CD)]	39001016135611	PROCESSFEE	\$5.00	\$5.00	2/4/2015
Now that's what I call music. 32 [sound recording (CD)]	39001013332450	LOST	\$23.99	\$23.99	16/4/2015
Now that's what I call music. 32 [sound recording (CD)]	39001013332450	PROCESSFEE	\$5.00	\$5.00	16/4/2015
When the sun goes down [sound recording (CD)]	39001015359253	LOST	\$26.99	\$26.99	16/4/2015
When the sun goes down [sound recording (CD)]	39001015359253	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Gravel & wine [sound recording (CD)]	39001010017393	LOST	\$23.45	\$23.45	16/4/2015
Gravel & wine [sound recording (CD)]	39001010017393	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Trespassing [sound recording (CD)]	39001015866851	LOST	\$23.74	\$23.74	16/4/2015
Trespassing [sound recording (CD)]	39001015866851	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Pink Friday roman reloaded [sound recording]	39001015209854	LOST	\$29.99	\$29.99	16/4/2015
Pink Friday roman reloaded [sound recording]	39001015209854	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Ora [sound recording (CD)]	39001015294112	LOST	\$26.99	\$26.99	16/4/2015
Ora [sound recording (CD)]	39001015294112	PROCESSFEE	\$5.00	\$5.00	16/4/2015

Kiss [sound recording]	39001015283883	LOST	\$29.99	\$29.99	16/4/2015
Kiss [sound recording]	39001015283883	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Child of the universe [sound recording (CD)]	39001015301297	LOST	\$29.99	\$29.99	16/4/2015
Child of the universe [sound recording (CD)]	39001015301297	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Girl who got away [sound recording (CD)]	39001015448908	LOST	\$29.99	\$29.99	16/4/2015
Girl who got away [sound recording (CD)]	39001015448908	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Missundaztood [sound recording (CD)]	39001009608400	LOST	\$26.00	\$26.00	16/4/2015
Missundaztood [sound recording (CD)]	39001009608400	PROCESSFEE	\$5.00	\$5.00	16/4/2015
The best of Sharon O'Neill [sound recording (CD)]	39001011984591	LOST	\$20.10	\$20.10	16/4/2015
The best of Sharon O'Neill [sound recording (CD)]	39001011984591	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Heaven on earth [sound recording (CD)]	39001015843264	LOST	\$45.85	\$45.85	16/4/2015
Heaven on earth [sound recording (CD)]	39001015843264	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Juice Newton's greatest hits (and more) [sound recording (CD)]	39001015827424	LOST	\$30.00	\$30.00	16/4/2015
Juice Newton's greatest hits (and more) [sound recording (CD)]	39001015827424	PROCESSFEE	\$5.00	\$5.00	16/4/2015
MCMXC a.D. [sound recording (CD)]	39001011984815	LOST	\$30.00	\$30.00	16/4/2015
MCMXC a.D. [sound recording (CD)]	39001011984815	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Shepherd moons [sound recording]	39001011986687	LOST	\$21.68	\$21.68	16/4/2015
Shepherd moons [sound recording]	39001011986687	PROCESSFEE	\$5.00	\$5.00	16/4/2015
So you wanna be a rock 'n' roll star [sound recording (CD)]	39001009611750	LOST	\$20.00	\$20.00	16/4/2015
So you wanna be a rock 'n' roll star [sound recording (CD)]	39001009611750	PROCESSFEE	\$5.00	\$5.00	16/4/2015

Birds [sound recording (CD)]	39001011922914	LOST	\$23.96	\$23.96	16/4/2015
Birds [sound recording (CD)]	39001011922914	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Flesh and blood [sound recording (CD)]	39001011294249	LOST	\$25.00	\$25.00	16/4/2015
Flesh and blood [sound recording (CD)]	39001011294249	PROCESSFEE	\$5.00	\$5.00	16/4/2015
The love album [sound recording (CD)]	39001012000017	LOST	\$26.50	\$26.50	16/4/2015
The love album [sound recording (CD)]	39001012000017	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Drive [sound recording (CD)]	39001010780404	LOST	\$18.00	\$18.00	16/4/2015
Drive [sound recording (CD)]	39001010780404	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Funhouse [sound recording (CD)]	39001012070572	LOST	\$29.99	\$29.99	16/4/2015
Funhouse [sound recording (CD)]	39001012070572	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Treasure [sound recording (CD)]	39001013983898	LOST	\$24.16	\$24.16	16/4/2015
Treasure [sound recording (CD)]	39001013983898	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Songs for my mother [sound recording (CD)]	39001012914027	LOST	\$23.99	\$23.99	16/4/2015
Songs for my mother [sound recording (CD)]	39001012914027	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Let go [sound recording (CD)]	39001013401784	LOST	\$30.00	\$30.00	16/4/2015
Let go [sound recording (CD)]	39001013401784	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Best of the Corrs [sound recording]	39001015177861	LOST	\$13.49	\$13.49	16/4/2015
Best of the Corrs [sound recording]	39001015177861	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Now that's what I call music! 31 [sound recording (CD)]	39001012070150	LOST	\$31.96	\$31.96	16/4/2015
Now that's what I call music! 31 [sound recording (CD)]	39001012070150	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Holy Smoke [sound recording (CD)]	39001012058429	LOST	\$23.99	\$23.99	16/4/2015
Holy Smoke [sound recording (CD)]	39001012058429	PROCESSFEE	\$5.00	\$5.00	16/4/2015

Animal [sound recording (CD)]	39001013327260	LOST	\$23.99	\$23.99	16/4/2015
Animal [sound recording (CD)]	39001013327260	PROCESSFEE	\$5.00	\$5.00	16/4/2015
My worlds [sound recording (CD)]	39001013314599	LOST	\$19.99	\$19.99	16/4/2015
My worlds [sound recording (CD)]	39001013314599	PROCESSFEE	\$5.00	\$5.00	16/4/2015
Strictly dance 2010 [sound recording (CD)]	39001013288439	LOST	\$27.99	\$27.99	16/4/2015
Strictly dance 2010 [sound recording (CD)]	39001013288439	PROCESSFEE	\$5.00	\$5.00	16/4/2015

3 Information about the title most often not returned and/or over held over the past year including how many copies are yet to be returned and how many copies have been purchased to replace the lost or stolen books (if applicable).

The title most often not returned to the Dunedin Public Libraries is unable to be retrieved from our computer system . Once an item is 28 days overdue, it goes to a lost file which currently consists of thousands of titles. When the item is paid for, it is deleted off the system and we have no record. Therefore your request is declined pursuant to Section 17 (e) of LGOIMA as the document alleged to contain the information requested does not exist or can not be found. However a frequently 'lost' collection item is the New Zealand Road Code.

4 The total amount owed to the Library by all accounts

The total customer debt owed to the Dunedin Public Libraries as at December 2016 is \$423,161 and includes overdue charges, lost item charges, administration charges, debt referral charges, hold and rental fees accrued within library limits.

As some sections of your request have been declined, you are entitled to a review of this decision by the Office of the Ombudsman.

Yours sincerely



Lynne Adamson
Governance Support Officer