

From: [Clare Sullivan](#)
To: hamish.mcneilly@stuff.co.nz
Bcc: [Chris Morris](#)
Subject: LGOIMA - Information regarding number of fines waived by Council
Date: Friday, 14 April 2023 04:06:00 p.m.

Kia ora Hamish,

I refer to your lgoima request below for information regarding the number of fines waived by the Council.

1. The total number of overdue fines (in terms of \$) wiped by the library after council voted to abolish those fees in 2021.

The amount of fines waived by the Dunedin City Council is \$136,917.53

2. Is the largest individual amount, per library card holder, known?

This request is declined pursuant to section 17(f) of the Local Government Official Information and Meetings Act 1987, that the information cannot be made available without substantial collation or research.

3. Has the removal of fines led to any noticeable change of behaviour with borrowing?

Customer feedback includes library members who hadn't used their card in a while because of debt, who are now using the library services more often, staff noticed that customers have been more positive and if a customer has an item on loan that is a popular request they are mindful about meeting the return date.

I trust this answers your request. As part of your request has been declined you have the right to seek a review from the Ombudsman.

Regards

Clare Sullivan
Principal Committee Advisor

From: Hamish McNeilly <hamish.mcneilly@stuff.co.nz>
Sent: Tuesday, 4 April 2023 10:45 a.m.
To: lgoima <lgoima@dcc.govt.nz>
Subject:

Morena,

I'm requesting the total number of overdue fines (in terms of \$) wiped by the library after council voted to abolish those fees in 2021.

Is the largest individual amount, per library card holder, known?

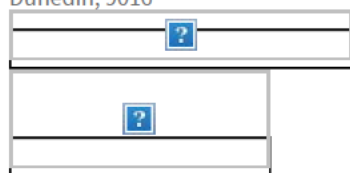
And lastly, has the removal of fines led to any noticeable change of behaviour with borrowing?

Kind regards,

Hamish McNeilly
Senior reporter



8 Stafford St
Dunedin, 9016



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