

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

I would like to request the following information relating to online accessible eBooks and audiobooks provided by public libraries in your local authority:

ANSWER

We don't have online audiobooks only eBooks

- **The names of any third party suppliers (aggregators) of eBook and/or audiobook lending services**

OverDrive

- **The start date of eBook and/or audiobook lending services (please provide month and year for each service)**

ebooks May 2011

- **The terms of the contract(s) with third party suppliers of each service (including cost and duration of the contract)**

Digital Library Reserve e-books subscription (includes web platform & digital collection).

1 year contract with the option to extend for 2 further periods of 1 year.

Total 3 year contract costs: £60,437

- **How each service is funded (e.g., provided by an outside source, taken from a specific internal budget)**

From Libraries Bookfund budget

- **The total amount spent on each service and the total amount budgeted to be spent over the duration of the contract (please indicate where the budget has/will be spent, e.g., purchasing stock, payment to third party for hosting the material, promotion etc.)**

Spend – See above

Budget YR1 = £27,500

Budget YR2 = £16,500

Budget YR3 = £16,500

- **Usage levels of each of the services, including data received from third party sources in addition to any data that the libraries themselves gather, specifically:**

- o **any information relating to number of titles in the ebook/audiobook collection (please indicate if there are multiple copies of the same title)**

Total number of titles = 1,466

Total number of copies = 1,525

- o **total number of loans on a monthly basis since the inception of the services**

From 5/1/2011 through 7/31/2012

Date	Checkouts
5/2011	32
6/2011	121
7/2011	136
8/2011	96
9/2011	100
10/2011	140
11/2011	126
12/2011	198
1/2012	181
2/2012	229
3/2012	248
4/2012	284
5/2012	243
6/2012	278
7/2012	295
Grand Total (15 Months):	2,707 Checkouts

- **number of visitors to any websites directly related to the services**

Total patron sessions May 2011 – July 2012: 28,269

- **number of users registered**

- **The number and type of ebook readers held by libraries and whether these are made available for general loan or loan to specific user groups (e.g., visually impaired users, housebound users)**

NONE

- **Details of any formal complaints about either service**

NONE

- **Any instances of un-authorised access to any either service**

NONE

- **Any impact assessments carried out under the disability equality duty relating to either service**

NO

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG**
e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.