



REPORT TO THE LIBRARY BOARD

MEETING DATE: OCTOBER 28TH, 2010

Session:	Public Session
Subject:	Monetary Charges Policy
Prepared By:	Nancy Collister, Rosemary Townshend, Margaret Mitchell, Susanna Hubbard Krimmer
Presented By:	Margaret Mitchell
Purpose of Report:	For Decision: Approval <input checked="" type="checkbox"/>

Recommendation

It is recommended that the Library Board approve the *Monetary Charges Policy* (F-R-01), as presented in Appendix A of this report.

Issue / Opportunity

The purpose of the *Monetary Charges Policy*, as an Operational Linkage Policy, is to establish the principles by which the Library develops its monetary charges and establishes its fines and fees structures for all areas of operation. This policy governs all monetary charges established and charged by LPL for core and non-core services, goods, products and/or consumables.

The number, type and complexity of monetary charges at LPL has grown considerably over the past ten years, with the introduction of consumable items and more equipment to support rentals of meeting rooms, etc. An overall policy was needed to address some key areas such as:

- Criteria for establishment of charges;
- Accountabilities of Board and staff;
- Challenges by patrons;
- Recovery of outstanding charges; and
- Review schedule.

Background & Review

The *Fines and Fees Policy: Assumptions and Guiding Principles* was approved by the Library Board in September 2010. Administration indicated that a recommended draft policy would be presented at its meeting of October 28th, 2010.

As indicated in the September 2010 report, Administration has prepared a *Schedule of Monetary Charges*, drawing together charges for lending services, meeting room rentals, printing, programs, etc. which previously were contained in many different policies and procedures. This consolidated schedule will enable Administration to:

- Improve scheduled oversight of all monetary charges;
- Develop and retain consistency amongst monetary charges; and
- Link a review of monetary charges to the impact on revenue in the operating budget.

Next Steps

If approved, the *Monetary Charges Policy* will come into effect on December 1st 2010. This implementation date will allow for technical system adjustments, staff orientation and communications to the public through Access and signage.

Administration will issue the *Schedule of Monetary Charges* and develop a review cycle consistent with operational needs and Library operating budget preparation requirements.

The current *Schedule of Monetary Charges* is presented in Appendix B.

LONDON PUBLIC LIBRARY POLICY

Title: Monetary Charges Policy
Policy Board Operational Linkage Policy
Policy No.: F-R-01

Issuing Date: October 28, 2010

Review: 2013

PURPOSE: The purpose of this policy is to establish the principles by which the Library develops its monetary charges and establishes its fines, fees and prices structure for all areas of operation.

SCOPE: This policy governs all monetary charges established and charged by LPL for core and non-core services, goods, products and/or consumables.

DEFINITIONS:

“Monetary charges” means all fines, fees and prices established and charged by LPL.

“Fines” means monetary charges imposed as a result of breach of Library policies (rules), such as the *Lending Services Policy*.

“Fees” means monetary charges imposed to generate revenue or cover costs to the Library for specific non-core services or programs, etc.

“Prices” means the monetary costs charged for goods, products and/or consumables and are imposed to generate revenue.

POLICY STATEMENT:

It is the policy of London Public Library that:

1. The setting of monetary charges will be consistent with LPL’s *Vision, Mission, Value Promise and Service Excellence Model*.

LONDON PUBLIC LIBRARY POLICY

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2. LPL will ensure that costs are reasonable in order to maximize access to the services of the London Public Library by members of the community.
3. The Library will endeavour to apply its policy uniformly, equally and fairly.
4. Monetary charges will be set system wide.
5. Monetary charges will be established according to the following general considerations:
 - a. The nature of the service, goods, products and/or consumables as “core” or “value-added”;
 - b. Comparison of fines and fees related to collections and lending services with those of comparable public libraries;
 - c. Comparison with prices for other comparable products or services provided in the community; and
 - d. The balance between access to/use of resources and Library financial accountability;
 - e. Recovery of costs incurred by the Library; and/or
 - f. Rate that the market will bear as an opportunity for revenue generation.
6. Monies collected from all monetary charges will go directly into the Library’s operating budget.
7. Monetary charges will be reviewed regularly to ensure they are reasonable, effective and in line with the costs incurred by the Library.
8. LPL attempts to recover all outstanding debt and/or library materials. To that end, monetary charges that are not recovered through normal billing practices may be submitted to a collection agency for recovery.

LONDON PUBLIC LIBRARY POLICY

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9. Applicable federal and provincial taxes will be charged.

Accountability

Accountability for the application of this Board policy, in terms of the establishment, maintenance and communication of a schedule of all monetary charges of the London Public Library, is vested in the office of the CEO & Chief Librarian.

The CEO & Chief Librarian will establish and maintain a *Schedule of Monetary Charges* as an adjunct to the *Monetary Charges Policy*.

The charging and collection of monetary charges for goods, products and/or consumables is delegated to staff.

Accountability for the applications of the *Monetary Charges Policy* resides with the Library Board. The Library Board will ensure that:

- the Board policy is applied;
- through the CEO & Chief Librarian, be assured that operational level policies, processes, procedures and guidelines are followed; and
- the CEO & Chief Librarian acts appropriately in the reconsideration of monetary charges.

Challenges

Library patrons who feel that they have been charged fines, fees or prices unfairly may request that the matter be reviewed by a Manager, Customer Services and Branch Operations who will then make a decision on the matter.

LONDON PUBLIC LIBRARY POLICY

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An individual may request a reconsideration of the decision and may request that this matter be referred to the office of the CEO & Chief Librarian. The final decision regarding the charging of fines, fees and prices rests with the office of the CEO & Chief Librarian.

Monetary charges incurred through direct Library error will be waived.

Confidentiality of Personal Information

Confidentiality of all personal information held by the LPL in matters related to monetary charges is governed by the *Municipal Freedom of Information and Protection of Privacy* (MFIPPA) and related LPL policy, *Access to Information and Protection of Privacy Policy*.

BACKGROUND:

The *Public Libraries Act* (RS0 1990, Chapter P.44, Sections 23.3 and 23.4.) is a provincial act. The Act legislates the authority of the Library Board to establish, or delegate the establishment, of fines and fees under certain conditions. The *Public Libraries Act* defines some services for which libraries may not charge. A board shall not make a charge for admission to a public library or for use in the library of the library's materials. It also addresses in very broad terms, the Board's ability to charge for meeting rooms and services, for services to non-residents and to impose fines for breaches of the rules.

INQUIRIES:

Manager, Customer Services & Branch Operations
CEO & Chief Librarian

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KEYWORDS:

art exhibit, exam proctoring, exhibit space, equipment, faxing, fees, fines, library card, media services, meeting room, music practice room, overdue materials, photocopying, printing, research services, security services, space rental, study room, training room

RELATED DOCUMENTS:

Public Libraries Act, RS0 1990, Chapter P.44

Municipal Freedom of Information and Protection of Privacy Act, R.S.O 1990, Chapter M.56

Collection Management Policy (April 22, 2010)

Computer Use Policy (January 22, 2009)

Lending Services Policy (June 24, 2010)

DOCUMENT CONTROL:

Issued:

Schedule of Monetary ChargesLending Services

Fine Schedule

Material Type	Adult/YA Material	Juvenile Materials	Seniors Citizens (65+)	Loan Period
High Demand Materials: DVDs QuickPicks	\$1.00/day \$1.00/day	\$1.00/day \$1.00/day	\$1.00/day \$1.00/day	7 days 7 days
Maximum Fine Level	\$10.00/item	\$6.00/item	\$10.00/item	
Regular Materials Books Videos Compact Discs Periodicals	\$.30/day \$.30/day \$.30/day \$.30/day	\$.15/day \$.15/day \$.15/day \$.15/day	\$.15/day \$.15/day \$.15/day \$.15/day	21 days 21 days 21 days 7 days
Information File Materials: Central Library	\$.30/day	\$15./day	\$.15/day	7 days
Maximum Fine Level	\$9.00/item	\$6.00/item	\$6.00/item	
Maximum Fine Level Periodicals	\$6.00	\$6.00	\$6.00	

Card Fees

Type of Card	Adult/YA	Juvenile	Seniors (65+)	Other
Replacement	\$2.00	\$2.00	\$2.00	
Subscription Card (visitors, non-residents)				\$10.00/ month to a maximum of \$50.00 or \$50.00/year non-refundable

APPENDIX B

Standard Replacement Charges

Standard Charges (default replacement fee)	Fee
ILLO material	\$50.00
Books	\$30.00
Periodicals	\$3.00
Information file items	\$2.00
Missing/damaged barcodes	\$2.00
Enclosures	\$5.00
A/V cases (cd, video, DVD etc.)	\$2.00
Lockboxes	\$5.00
Information File Envelopes	\$2.00
CDs, cassettes from multi-disc set (each)	\$10.00

Service Charges

Item	Fee
Processing Fee	\$9.00
NSF cheques	\$20.00
Collection agency fee	\$15.00

Consumable Supplies (Cost includes HST)

Item	Price
Public Photocopying: black & white	\$.10/page
Public Photocopying: colour	\$1.00/page
Computer Printing	\$.10/page
Copy Cards	\$1.00 (printing value)
Head Phones/Ear Phones	\$1.00
USB Flash Drives	\$ 6.00
Floppy Disks	\$1.00
Plastic Library Bags	\$.50 each
Library Hemp Bags	\$4.50 each
Reference/Research Service:	
Faxing	\$5.00
Paper Original	\$8.00/reel
Microfilm Reel	\$1.00/page
Photocopying	\$2.00
Delivery Charge	15%

Exam Proctoring (Price includes HST)

Time	Price
3 hour exam	\$50.85
Per additional Hour	\$11.30

APPENDIX B

Art Exhibits Fees

Item	Fee
Commission Fee on Art Sales	\$200.00 flat rate or 15% of sales

Equipment and Services

Equipment Rental Rates	Per Event
Data projector with VCR/DVD/CPU	\$50.00
Flip chart/whiteboard	\$15.00
Mini-stereo (cd and/or cassette)	\$15.00
Overhead Projector	\$15.00
Slide Projector	\$15.00
VCR/DVD and monitor	\$25.00
Piano, Library (Wolf Performance Hall, only)	\$40.00
Piano, Aeolian (special conditions apply: Wolf Performance Hall)	\$250.00
Piano, digital (Central Library)	\$10.00 for location other than music practice room
Event Services: Media Operator Security	\$20.00/ hour (2 hour minimum) \$15.00/hour (3 hour minimum outside library operational hours)

Meeting Space Rental Rates Categories

Rates	Time per event
Regular Rental Rates	Block of up to four (4) hours for an Event. Additional rental time may be added in two- hour increments.
Bulk Rental Rates	A bulk discount rate of 15 % is applied on the regular rental rate for a single booking of twenty (20) or more Events within a Twelve (12) month period. No bulk discounts are applied to per diem or premium rental rates.
Premium Rates	<p>A premium rental rate is charged for any Block that commences during the following times:</p> <ul style="list-style-type: none"> • on or after 6 p.m. on Friday evenings • on or after 5 p.m. on Saturday evenings • anytime on Sundays • The premium rate includes the basic room charges, required security, and 20% surcharge for added maintenance and administrative costs.
Per Diem Rates	A discounted per diem rate is applied when an Event extends beyond two (2) Blocks, on days when the Library is open twelve (12) hours.

Meeting and Exhibit Space Rates (excluding HST)

Meeting Space rates are per use up to 4 hours, plus HST.
Special Purpose Rooms may be booked for up to a 2 hour maximum per use.

Beacock Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A	100	\$60	\$120	\$160
Meeting Room B	35	\$45	\$90	\$120
<i>Special Purpose:</i> Study Room A	8	free	\$15	\$22
<i>Special Purpose:</i> Study Room B	8	free	\$15	\$22
<i>Special Purpose:</i> Study Room C	8	free	\$15	\$22

Byron Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Auditorium	40	\$60	\$120	\$160
Fire Hall Room	30	\$45	\$90	\$120
Small Meeting Room	30	\$45	\$90	\$120
<i>Exhibit:</i> Main Floor	30 linear feet	free	---	---

Carson Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
<i>Special Purpose:</i> Meeting Room	16	free	\$15	\$22

Central Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Stevenson & Hunt A&B	120	\$110	\$220	\$298
Stevenson & Hunt A	60	\$60	\$120	\$160
Stevenson & Hunt B	50	\$50	\$100	\$140
Tonda	36	\$50	\$100	\$140
Lerners	30	\$50	\$100	\$140

APPENDIX B

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Friends of the London Public Library Board Room	18	\$75	\$150	\$200
Computer Training Room, 1st floor	24	\$250	\$500	\$650
Rotary Reading Garden	540	\$500	\$1000	\$1400
Wolf Performance Hall	369	\$195	\$370	\$540
per diem projection booth		\$490 \$100	\$925 \$100	\$1350 \$100
Special Purpose: Study Rooms	6	free	\$15	\$22
Special Purpose: Tutorial Pods	2	free	\$15	\$22
Special Purpose: Music Practice Rooms	2	free	\$15	\$22
Exhibit Space: Red Wall	53 linear feet	free	---	---
Exhibit Space: Teen Annex	29 linear feet	free	---	---
Exhibit Space: 2nd floor	72 linear feet	free	---	---
Exhibit Space: 3rd floor	24 linear feet	free	---	---

Cherryhill Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
(Sam) Katz Room	50	\$45	\$90	\$120
Cherryhill Meeting Room	35	\$45	\$90	\$120
<i>Exhibit:</i> (Sam) Katz Room	58 linear feet	free	---	---
<i>Exhibit:</i> Cherryhill Meeting Room	38 linear feet	free	---	---

Crouch Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
#1 A&B	90	\$60	\$120	\$160
#1 A	30	\$45	\$90	\$120
#1 B	50	\$45	\$90	\$120
# 3	40	\$45	\$90	\$120
<i>Special Purpose:</i> Cornerstone	10	free	\$15	\$22
<i>Exhibit:</i> #1 A&B	29 linear feet	free	---	---
<i>Exhibit:</i> Cornerstone	29 linear feet	free	---	---

East London Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room 1 A&B	90	\$60	\$120	\$160
Meeting Room 1A	45	\$45	\$90	\$120
Meeting Room 1B	45	\$45	\$90	\$120
East London Rotary Reading Room	40	\$45	\$90	\$120
<i>Special Purpose:</i> Study Room	8	free	15	\$22

Jalna Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A&B	60	\$60	\$120	\$160
Meeting Room A	30	\$45	\$90	\$120
Meeting Room B	30	\$45	\$90	\$120

Landon Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Martha Bishop Community Room	80	\$60	\$120	\$160
OSCO Community Meeting Room	35	\$25	\$50	\$65
Special Purpose:	8	free	\$15	\$22

APPENDIX B

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Wortley Village Room				
<i>Exhibit:</i> Main Floor	20 linear feet	free	---	---
<i>Exhibit:</i> Martha Bishop Community Room	75 linear feet	free	---	---

Masonville Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Sifton	80	\$60	\$120	\$160
Neill	30	\$25	\$50	\$65
<i>Special Purpose:</i> NL Community Room	8	free	\$15	\$22
<i>Exhibit:</i> Sifton	80 linear feet	free	---	---

Pond Mills Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A&B	40	\$45	\$90	\$120
Room A	20	\$25	\$50	\$65
Room B	20	\$25	\$50	\$65
<i>Exhibit:</i> Meeting Room AB	47 linear feet	free	----	---

Sherwood Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A	40	\$45	\$90	\$120
Meeting Room B	60	\$60	\$120	\$160
<i>Special Purpose:</i> Community Room	10	free	\$15	\$22
<i>Exhibit:</i> Meeting Room B	16 linear feet	free	---	---

Westmount Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Ferraro A&B	100	\$60	\$120	\$160
Ferraro A	70	\$45	\$90	\$120
Ferraro B	30	\$25	\$50	\$65
Meeting Room C	50	\$45	\$90	\$120
<i>Special Purpose:</i> Study Room	6-8	free	\$15	\$22
<i>Special Purpose:</i> Community Room	10	free	\$15	\$22
<i>Exhibit:</i> Main Lobby	40 linear feet	free	---	---
<i>Exhibit:</i> Ferraro A	20 linear feet	free	---	---