

LONDON PUBLIC LIBRARY POLICY

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

Effective Date: June 28, 2018

Review: June 2022

PURPOSE: The purpose of this policy is to establish the principles by which London Public Library (LPL) 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.

Authority under the Public Libraries Act

The *Public Libraries Act* (RSO 1990, Chapter P.44) of Ontario legislates the authority of the Library Board to make rules regulating all matters concerned with the management of the library and library property and authorizes the establishment, of fines and fees under certain conditions. The *Public Libraries Act* and its regulation R.R.O. 1990, Reg. 976: Grants for Public Libraries define 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.

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.

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“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 Purpose Statement and Corporate Values.***
2. LPL will ensure that costs are reasonable in order to maximize community access to Library services and resources.
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;
 - 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.

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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.
9. Applicable federal and provincial taxes will be charged.

Accountability

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

- Board policy is applied;
- Through the CEO-linkage that operational level policies, processes, procedures and guidelines are established and followed; and that
- The CEO and delegate(s) act appropriately in the collection and reconsideration of monetary charges.

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 (CEO).

The CEO will establish and maintain a *Schedule of Monetary Charges* as an adjunct to the *Monetary Charges Policy* (Appendix A).

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The charging of fines and fees associated with lending services, such as fines for overdue materials and replacement charges for lost/damaged materials is delegated to Library Employees. Employees may use discretion in waiving or reducing fines in extenuating circumstances, including but not limited to, cases of patron illness, hospital stays and accessibility issues.

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

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.

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

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*.

INQUIRIES:

Manager, Customer Services & Branch Operations

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CEO & Chief Librarian

KEYWORDS:

audio visual services exam proctoring, exhibit space, equipment, fees, fines, library card, music practice room, overdue materials, photocopying, printing, research services, security services, space rental, Wolf Performance Hall

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

Access to Information and Protection of Privacy Policy

Collections Management Policy

Lending Services Policy

Rental of Space Meeting Room Policy

Technology Use Policy

DOCUMENT CONTROL:

Approved: October 28, 2010 (L10/72.1) (Policy & Fees)

Reviewed: September 19, 2013 (L13/50.1) (Fees)

Reviewed: December 17, 2014 (L14/75.1) (Fees)

Reviewed: September 28, 2017 (L17/51) (Fees)

Reviewed: June 28, 2018 (L18/36) (Policy)

Schedule of Monetary Charges - Revised September 1, 2017

Lending Services Fines (taxes included where applicable)

Material Type	Adult	Children (0-12)	Teen (13-17)	Seniors (65+)	Loan Period
High Demand Materials: DVDs QuickPicks	\$1.00/day \$1.00/day	No charges	\$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	\$6.00/item	
Regular Materials Books Compact Discs Periodicals	\$.30/day \$.30/day \$.30/day	No charges	\$.15/day \$.15/day \$.15/day	\$.15/day \$.15/day \$.15/day	21 days 21 days 7 days
Information File Materials: Central Library	\$.30/day	No charges	\$.15/day	\$.15/day	7 days
Maximum Fine Level	\$9.00/item	N/A	\$6.00/item	\$6.00/item	

Material Type	Visiting Library Service	Loan Period
High Demand Materials:	No charges	28 days or home delivery period
Maximum Fine Level	N/A	
Regular Materials Books Compact Discs Audio Discs Periodicals	No charges	28 days or home delivery period
Maximum Fine Level	N/A	

Card Fees (taxes included where applicable)

Type of Card	Adult	Children	Teens	Seniors (65+)	Other
New Card	No charge	No charge	No charge	No charge	
Replacement Card	\$2.00	No charge first card \$1.00 subsequent	No charge first card \$2.00 subsequent	No charge first card \$2.00 subsequent	
Subscription Card (visitors, non-residents)					\$10.00/ month to a maximum of \$50.00 or \$50.00/ year non-refundable

Standard Collections Materials Replacement Charges (taxes included where applicable)

Replacement costs for lost or damaged materials will be charged to Adult, Children, Teen, Senior and Visiting Library patron memberships.

Standard Charges (default replacement fee)	Fee
Inter-Library Loan material from other library	\$50.00
Books	\$30.00
Periodicals	\$3.00
Information file items/envelopes	\$2.00
Missing/damaged barcodes	\$2.00
Enclosures	\$5.00
A/V cases (CD, DVD etc.)	\$2.00
CDs, from multi-disc set (each) (audio books only)	\$10.00

Service Charges (taxes included where applicable)

Item	Fee
Processing Fee Adult	\$9.00
No processing fee for Children, Teens and Seniors	
Collection agency fee	\$15.00
NSF cheques: the patron/renter will be charged the amount the Library is charged by the financial institution for an NSF; no additional processing or handling charges will be charged by the Library for an NSF.	

Consumable Supplies (taxes included where applicable)

Item	Price
Public Photocopying: black & white	\$.10/page
Public Photocopying: colour	\$1.00/page
Computer Printing	\$.10/page
Head Phones/Ear Phones	\$1.00
USB Flash Drives	\$ 6.00
Plastic Library Bags	\$.50 each
London Room Research Service	\$25.00 for 30 min. increments
	\$5.00, plus \$1.00/page
Reproduction - Paper original	\$8.00, plus \$1.00/page \$15.00
Reproduction - Microfilm (per reel)	\$5.00
Reproduction - Digitized image from LPL Image Gallery	\$75.00
Reproduction - Digitized image(s) on CD/USB Flash Drive	\$2.00
Reproduction - Digitized image for publication/broadcast (one time use)	
Long Distance Service (fax)	

Exam Proctoring (taxes included where applicable)

Time	Price
3 hour exam \$55.00 plus HST	\$62.15

Art Exhibit Fees (plus applicable taxes)

Exhibit Space	Rate: London Artist	Rate: Outside London Artist
Regular Exhibit Space	\$15.00	\$22.00
Premium Exhibit Space	\$50.00	\$140.00

Art Exhibit Replacement Charges (plus applicable taxes)

Standard Charge	Price
Chain	\$2.00 per foot
Hooks	\$.50 each
Hooks, self- gripping (Discover Place)	\$13.00 each
J-end cables, 72 inches (Discover Place)	\$10.00 each

Equipment and Services (plus applicable taxes)

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)	\$125.00
Piano, digital (Central Library)	\$10.00 for location other than music practice room
Event Services: Media Operator	\$22.00/ hour (2 hour minimum)
Security	\$20.00/hour (4 hour minimum outside library operational hours)

Meeting Space Rental Rates Categories (plus applicable taxes)

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	A premium rental rate is charged for any Block that commences during the following times: <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 cost.
Per Diem Rates	A discounted per diem rate is applied when an

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Rates	Time per event
	Event extends beyond two (2) Blocks, on days when the Library is open twelve (12) hours.

Meeting and Exhibit Space Rates (plus applicable taxes)

Meeting Space rates are per use up to 4 hours.

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 (lecture)	\$60	\$120	\$160
Meeting Room B	35 (lecture)	\$45	\$90	\$120
Special Purpose: Study Room A	10	free	\$15	\$22
Special Purpose: Study Room B	10	free	\$15	\$22
Special Purpose: Study Room C	10	free	\$15	\$22
Art Exhibit		Rate: London Artist		
Lobby Display Case		\$15	---	\$22
Display Case		\$15	---	\$22

Byron Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Auditorium	80 (lecture)	\$60	\$120	\$160
Fire Hall Room	20	\$45	\$90	\$120
Small Meeting Room	20 (lecture)	\$45	\$90	\$120
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit:				
Main Floor	30 linear feet	\$50		\$140
Auditorium	63 linear feet	\$15	---	\$ 22
Lower Lobby	34 linear feet	\$15		\$ 22
Display Case A		\$15	---	\$22
Display Case B		\$15	---	\$22
Display Case C		\$15	---	\$22

Carson Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Special Purpose: Community Use Room Meeting Room	16 (lecture)	free (limited #)	\$15	\$22
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Adult Area	35.5 linear feet	\$15	---	\$22
Children's Area	35.5 linear feet	\$15	---	\$22

Central Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Stevenson & Hunt A&B	120 (lecture)	\$110	\$220	\$298
Stevenson & Hunt A	60 (lecture)	\$60	\$120	\$160
Stevenson & Hunt B	50 (lecture)	\$50	\$100	\$140
Tonda	36 (lecture)	\$50	\$100	\$140
TD Program Room	25 (lecture)	\$45	\$90	\$120
Second Floor Meeting Room	40 (lecture)	\$50	\$100	\$140
Literacy Lounge	15 (conference or boardroom)	\$25	\$50	\$65
Friends of the London Public Library Board Room	18 (conference)	\$75	\$150	\$200
Computer Training Room, 1st floor	12 computers	\$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

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Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Special Purpose: Tutorial Pods	2	free	\$15	\$22
Special Purpose: Music Practice Rooms	2	free	\$15	\$22
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit Space: Red Wall	53 linear feet	\$50	---	\$140
Exhibit Space: Teen Annex	21 linear feet	\$15	---	\$22
Exhibit Space: 2nd floor	72 linear feet	\$50	---	\$140
Exhibit Space: 3rd floor	24 linear feet	\$15	---	\$22
Exhibit Space: Discover Place	24 linear feet	\$50	---	\$140
Display Case: Hudson Bay Passageway A		\$15	---	\$22
Boardroom Display Case: 3 rd Floor		\$15	---	\$22

Cherryhill Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
(Sam) Katz Room	50 (lecture)	\$45	\$90	\$120
Cherryhill Meeting Room	35 (lecture)	\$45	\$90	\$120
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: (Sam) Katz Room	58 linear feet	\$50	---	\$140
Exhibit: Cherryhill Meeting Room	38 linear feet	\$15	---	\$22
Display Case		\$15	---	\$22

Crouch Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
#1 A&B	90 (lecture)	\$60	\$120	\$160

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#1 A	30 (lecture)	\$45	\$90	\$120
#1 B	50 (lecture)	\$45	\$90	\$120
# 3	40 (lecture)	\$45	\$90	\$120
Special Purpose: Community Use Room Cornerstone	10 (lecture)	free (limited #)	\$15	\$22
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Cornerstone	29 linear feet	\$15	---	\$22
Display Case: Front Lobby		\$15	---	\$22

East London Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room 1 A&B	60 (lecture)	\$60	\$120	\$160
Meeting Room 1A	30 (lecture)	\$45	\$90	\$120
Meeting Room 1B	30 (lecture)	\$45	\$90	\$120
East London Rotary Reading Room	40 (lecture)	\$45	\$90	\$120
Special Purpose: Study Room	8	free	\$15	\$22
Computer Lab	9 computers	\$186	\$372	\$485
Art Exhibit		Rate: London Artist		Rate: outside London Artist
Display Case		\$15	---	\$22

Jalna Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A&B	60 (lecture)	\$60	\$120	\$160
Meeting Room A	30 (lecture)	\$45	\$90	\$120
Meeting Room B	30 (lecture)	\$45	\$90	\$120
Art Exhibit		Rate: London Artist		
Display Case		\$15	---	\$22

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Landon Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Martha Bishop Community Room	80 (lecture)	\$60	\$120	\$160
OSCO Community Meeting Room	35 (lecture)	\$25	\$50	\$65
Special Purpose: Community Use Room Wortley Village Room	8	free (limited #)	\$15	\$22
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Main Floor	20 linear feet	\$15	---	\$22
Exhibit: Martha Bishop Community Room	75 linear feet	\$50	---	\$140
Exhibit: OSCO Community Meeting Room	15 linear feet	\$15	---	\$22

Masonville Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Sifton Room	80 (lecture)	\$60	\$120	\$160
Neill Room	30 (lecture)	\$25	\$50	\$65
Special Purpose: Community Use Room North London Community Room	8	free (limited #)	\$15	\$22
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Sifton	80 linear feet	\$50	---	\$140

Pond Mills Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A&B	40 (lecture)	\$45	\$90	\$120
Room A	20 (lecture)	\$25	\$50	\$65
Room B	20 (lecture)	\$25	\$50	\$65

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Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Meeting Room AB	47 linear feet	\$15	---	\$22
Display Case		\$15	---	\$22

Sherwood Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Meeting Room A	40 (lecture)	\$45	\$90	\$120
Meeting Room B	60 (lecture)	\$60	\$120	\$160
Special Purpose: Community Use Room Community Room	10	Free (limited #)	\$15	\$22
Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Meeting Room B	16 linear feet	\$15	---	\$22

Stoney Creek Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Special Purpose: Study Room A	6	Free	\$15	\$22
Special Purpose: Study Room B	6	Free	\$15	\$22

Westmount Library

Room	Occupancy	Rate: non-profit	Rate: profit	Rate: outside London
Ferraro A&B	100 (lecture)	\$60	\$120	\$160
Ferraro A	70 (lecture)	\$45	\$90	\$120
Ferraro B	30 (lecture)	\$25	\$50	\$65
Meeting Room C	50 (lecture)	\$45	\$90	\$120
Special Purpose: Study Room	6-8	free	\$15	\$22
Special Purpose: Community Use Room Community Room	10	free (limited #)	\$15	\$22

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Art Exhibit	Description	Rate: London Artist		Rate: outside London Artist
Exhibit: Main Lobby	40 linear feet	\$50	---	\$140
Exhibit: Ferraro A	20 linear feet	\$15	---	\$22

Document Control:

Approved: October 28, 2010 (L10/72.1) (Policy and Fees)

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