

NORTH LINCOLNSHIRE COUNCIL

SPORT, LEISURE AND CULTURE CABINET MEMBER

LIBRARY SERVICES FEES AND CHARGES 2009/10

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To approve the proposed fees and charges for library services for 2009/10. These are set out in Appendix 1
- 1.2 The key points in this report are:
- The library service reviews fees and charges regularly to include any new services, reflect inflation and increase income
 - The proposals for amending library fees and charges balance the need to increase income against the need to improve take up of library services and promote social inclusion.
 - The proposals do not recommend raising most library fees and charges in the context of the recession currently being experienced.
 - Any shortfall resulting from retaining current charges can be offset by additional income from disposal of used stock.

2. BACKGROUND INFORMATION

- 2.1 The Public Libraries & Museums Act 1964 states that councils must provide a free public library service. The Department for Culture, Media and Sport gives guidance on the role of libraries in social inclusion. These constraints govern where the council can apply charges.
- 2.2 The library service is committed to increasing take up of the service. A challenging library service improvement plan is being implemented over the next three years.
- 2.3 The proposed fees and charges take into account:
- Statutory guidance

- The council's corporate charging framework
- Council and service area priorities
- Library service improvement plans
- Sustainability of delivering public ICT services
- Partnership delivery of services
- The downturn of the current economic climate

2.4 All councils benchmark using the SINTO (Information Partnership for South Yorkshire and North Derbyshire) report of library fines and charges in England and Wales. This helps to ensure that library charges reflect national trends. Some library users are exempt from charges for some services. This reflects government expectations for all public library services.

3. **OPTIONS FOR CONSIDERATION**

3.1 The options are to approve or not approve the proposals set out in Appendix 1. The proposals take into account the need to balance income generation with social inclusion, and consider where to:

- increase charges to reflect inflation and/or administrative costs
- rationalise charges to reflect new systems or processes

3.2 In the drive to increase take up of library services, the service also needs to consider how we can be flexible in applying fees and charges.

4. **ANALYSIS OF OPTIONS**

4.1 Due to the current economic climate the service has endeavoured to keep any increase in charges to a minimum. This is to allow the library service to fulfil its role of supporting the community in difficult times. By doing so the library also hopes to avoid having a detrimental impact on the local economy and the take up of library services.

4.2 Library staff will hold regular booksales and/or explore new ways of disposing of older stock in order to increase income. This will help to offset those categories where we propose leaving charges as they are. The library service will also consider using Ebay again for the sale of more valuable specialist items.

4.3 Library staff have identified some services where other local outlets charge differing rates. These are photocopying and fax charges. It is proposed to work towards standardising the charges for these services.

4.4 In order to continue to drive take up of library services upwards, the library service may sometimes wish to waive some charges or introduce limited short term special offers. This might include for example a three for two offer on hire charges, free Internet access for

targeted groups for a time limited period, or occasional waiving of fines. The aim of such promotions is to increase take up, which may offset any potential loss of income.

- 4.5 As library services develop and transform over time, the service may also need to introduce new charges to reflect new ways of delivering services, for example, premium personalised delivery services. Scales of charges to reflect any new service options will be drawn up as they develop.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 Financial

It is not proposed to increase charges that will have a detrimental impact on the day-to-day activities of the library user. Increases in the number of library requests and additional income from booksales/book disposal will compensate for those areas where no increases are proposed. Overall the library service estimates that the proposals will cover the inflationary increase in overall income targets for 2009-10.

5.2 Staffing

Library staff will apply the new fees and charges in April 2009 within current resources.

- 5.3 There are no property or ICT implications.

6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)

- 6.1 The council is bound by legislation as to which areas of the library service may be charged for. See 2.1 above.
- 6.2 The review of fees and charges takes into account the needs of different client groups.

7. OUTCOMES OF CONSULTATION

- 7.1 Feedback from customers through comments forms and satisfaction surveys has been used draw up these proposals. The library service believes it can implement this schedule without any major negative impact on customers.

8. RECOMMENDATIONS

- 8.1 That the Sport, Leisure and Culture Cabinet Member approves the proposed library fees and charges for 2009/2010.

HEAD OF COMMUNITY PLANNING AND RESOURCES

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Background Papers used in the preparation of this report

North Lincolnshire Council Corporate Charging Framework

Fines & Charges in Public Libraries in England and Wales 2^{1st} Edition 2008.
SINTO (Information Partnership for South Yorkshire and North Derbyshire)

North Lincolnshire Libraries & Information Services

PROPOSED LIBRARY SERVICE FEES & CHARGES 2009 – 2010

OVERDUE BOOKS	
Overdue charge: per item per day	13p
<i>Exemptions:</i> Under 19s; over 60s; mobile users; in receipt of state benefit	
Maximum overdue charge payable per item	£5.00
Overdue item reminder by post	65p
<i>Exemptions:</i> Home Library Service customers	
HIRE OF SOUND RECORDINGS	
CDs: per item - single CD	90p
CDs: per item - double CD	£1.00
CDs: per item – triple CD or more	£1.10
Talking books: per item	90p
Talking books: per item concessionary rate	40p
<i>Concessions:</i> Under 19s; over 60s; in receipt of state benefit	
<i>Exemptions for CDs & talking books:</i> Registered Blind; Print Disabled; Home Library Service customers	
ENCORE MUSIC SERVICE	
Orchestral sets: – per set	£20.00
Vocal score s (over 20 pages): - per copy	75p
Song sheets: per copy	30p
<i>Note:</i> Encore is a joint service (North Lincs, Hull & North East Lincs) Changes to existing charges will be reviewed later in the year	
RESERVATIONS	
Per item in or on order for North Lincs stock	75p
Per item in or on order for North Lincs stock – concessionary	35p
<i>Concessions:</i> 16-18yr olds; over 60s; full time students; in receipt of state benefit	
<i>Exemptions:</i> Under 16s; registered blind/print disabled	
Per item borrowed from outside North Lincs (no concessions or exemptions) If there is an additional renewal charge this will be advised at time of issue.	£2.75
LOST OR DAMAGED LIBRARY TICKETS	
Per ticket	£1.80
<i>Exemptions:</i> under 19s; change of name; lapsed members; stolen tickets on production of a police crime number	
LOST OR DAMAGED LIBRARY STOCK	
Replacement of items in stock are charged for at the Amazon online price. Charges for British Library items and books from other authorities – at the discretion of the owner library.	
WITHDRAWN LIBRARY STOCK FOR SALE	
Per item – at the discretion of Head of Service	
INFORMATION TECHNOLOGY – ACCESS PER DAY	
First 30 minutes	Free
Thereafter per 30 minutes	55p

INFORMATION TECHNOLOGY – PRINTS & CONSUMABLES	
Black & white per page (Internet, MS Office, CD-ROMs)	15p
Colour per page (Internet, MS Office, CD-ROMs)	35p
Prints from microforms per page	40p
Computer disks	55p
Memory stick – dependent on size, at discretion of head of service	
PHOTOCOPYING	
Per page	10p
PUBLIC FAX	
Incoming faxes – first five pages	£1.35
Incoming faxes – per page thereafter	10p
Outgoing faxes – per page to the UK	£1.35
Outgoing faxes – per page to Europe	£2.05
Outgoing faxes – per page to the rest of the world	£2.40
HIRE OF LIBRARIES OUT OF OPENING HOURS	
Hire per half day	£33.00
Extra library staff as required	At cost
DISPLAY FACILITIES	
Profit making organisations, per week	£20.50
Non-profit making organisations promoting items for sale	£10.25
RESEARCH SERVICE	
First 30 mins per enquiry	Free
Per hour per enquiry thereafter – North Lincs customers	£10.00
Per hour per enquiry thereafter – customers outside N Lincs	£15.00
Photocopying / microform copies per page	80p
Prints from IT resources per page	65p
Related postage	At cost
LAMINATING SERVICE	
Per page – A5	75p
Per page – A4	£1.00
Per page – A3	£1.45
IMAGE ARCHIVE SERVICE	
Charges to be set in line with Museum service	
PHOTOGRAPHS & MAPS FOR REPRODUCTION	
Charges to be set in line with Museum service	
SALE OF EXTERNALLY PRODUCED ITEMS	
Minimum commission charged on sale price	15%
BOX OFFICE SERVICES	
Minimum commission charged on sale price	10%
CREDIT CARD FACILITIES	
Cost per transaction	50p