



The City of Kawartha Lakes Public Library

Policy Number: LIB2021-06

Policy Name: LIBRARY USER FEES

Developed By:	Linda Kent, Chief Librarian & CEO	Date:	03 Dec 2013
Revised By:	Jamie Anderson, CEO	Adoption Date:	12 Dec 2013
Resolution #:	LIB2021-06	Effective:	04 April 2021
Review Cycle:	Once per Term	Last Reviewed Date:	04 Mar 2021

POLICY STATEMENT AND RATIONALE:

The purpose of this policy is to identify key objectives and establish fees for lost and damaged items, and fees for different library services or products.

SCOPE:

This policy shall apply to the City of Kawartha Lakes Public Library and all of its branches.

DEFINITIONS:

In reading and interpreting this policy, the following definitions shall apply;

“Branches” means a library branch of the City of Kawartha Lakes Public Library;

“City” means the Corporation of the City of Kawartha Lakes;

“CEO” means the Chief Executive Officer of the City of Kawartha Lakes Public Library;

“Library” means the City of Kawartha Lakes Public Library.

“Library Board” means the City of Kawartha Lakes Public Library Board.

“Library Staff” means all staff employed by the City of Kawartha Lakes Public Library Board.

POLICY, PROCEDURE AND IMPLEMENTATION:

1.0 Responsibility

- 1.1 The ultimate responsibility for the levying, collecting, and waiving of library fines and fees will lie with the CEO acting according to the principles established by the Library Board. In practice, levying, collecting, and waiving will be made by appropriately trained staff as designated by the CEO.
- 1.2 Library staff will follow the most current version of the Schedule of Fines and Fees, approved by the Library Board, when levying charges for library services.
- 1.3 In the event of questions about whether to waive or reduce fines and/or fees that are not covered by library procedure, library staff must consult with their Area Co-ordinators or the CEO.

2.0 Objectives

- 2.1 This policy fulfills the library’s objectives to establish a fair and equitable method of charging user fees and library fines.

3.0 Charges for Overdue Interlibrary Loan Materials

- 3.1 Charges for overdue interlibrary loan materials are library fines levied for items that are returned after their due dates. Interlibrary loan materials are items borrowed from other library systems.
- 3.2 The fine charged for overdue interlibrary loan material and the maximum fine threshold is set out in the table below:

Type of Material	Fine per Item Per Day	Maximum Fine Per Item
Interlibrary Loan	\$1.00	\$25.00

- 3.3 All library branches offer one day’s grace when calculating overdue fines for interlibrary loans.
- 3.4 Library branches that are open less than seven days a week will back date any interlibrary loan items returned via their book drops to the date of the prior operating day.

4.0 Charges for Lost or Damaged Materials

- 4.1 The fee charged for the replacement of lost or damaged materials will be based on the price that appears in the automated library system’s cataloguing record.

- 4.2 If the automated library system's cataloguing record does not contain a price for an item, then the fee charged for lost or damaged materials will be in accordance with the table below:

Type of Material	Cost
Books – hardcover & large print	\$25.00
DVDs	\$20.00
DVD Box Sets	\$50.00
Music CDs	\$15.00
Softcover books	\$10.00
Magazines	\$5.00

- 4.3 Replacement copies or donations in lieu of payment for lost or damaged items are not acceptable.
- 4.4 The fee charged for the replacement cost of interlibrary loan items will be set by the lending library.

5.0 Non-fundable processing fees

- 5.1 When a patron is billed for a lost or damaged item, a non-refundable processing fee will be charged at the rate of \$10.00 per item.

6.0 Non-Resident Membership Fees

- 6.1 Persons who reside outside the City of Kawartha Lakes will be charged a pro-ratable membership fee of \$40 per year.
- 6.2 Exemptions to the non-resident fee are granted for:
- a) Students studying at a school or college located within the City;
 - b) City of Kawartha Lakes staff;
 - c) Volunteers who provide volunteer service to recognized committees of the City of Kawartha Lakes;
 - d) Residents of bordering communities with which the City of Kawartha Lakes Public Library has a reciprocal borrowing agreement.

7.0 Photocopies, Microfilm & Computer Prints

- 7.1 Fees charged for photocopies, microfilms and computer print-offs shall be established by the Library Board.

8.0 Digital Images

- 8.1 Fees charged for copies of digital images shall be established by the Library Board.

9.0 Faxes

- 9.1 Fees charged for faxes reflect the rates mandated by the City.
- 9.2 Fees for faxing to other City departments shall be waived.

10.0 Lost Cards

- 10.1 Fees charged to replace a lost or damaged library card shall be \$3 per card.

11.0 Research Fees

- 11.1 The fee charged by staff for research services provided by the Reference Services shall be \$40 per hour, pro-ratable, plus disbursements such as copies and postage. Up to 30 minutes of research time may be provided, without charge at the discretion of library staff.
- 11.2 Any research services requested by phone, fax, email, or letter which require written or emailed responses shall be charged at the rate of \$40 per hour pro-ratable, plus disbursements such as copying and postage.
- 11.3 Reference Department staff will continue to provide free assistance to members of the public who wish to conduct their own research and need instruction in how to use the Library's resources.

12.0 Room Rentals

- 12.1 The cost of renting meeting space in Kinmount, Kirkfield, Oakwood or Woodville branches will be charged at the cost of \$25 for the first three hours, plus \$10 for each additional hour.
- 12.2 The cost of renting the Lindsay Library meeting room will be \$50 for the first three hours, plus \$10 for each additional hour.

13.0 Miscellaneous Rentals

- 13.1 The rental of the overhead projector will be \$5.00 per day.
- 13.2 The rental of the AV screens will be \$2.00 per day.
- 13.3 The multimedia projector is only available for use at the meetings held in Library branch meeting rooms. The rental fee for the multimedia projector will be \$25.00 per day.
- 13.4 The rental fee for the SmartBoard in the Library branch meeting room will be \$25.00 per day.

14.0 NSF Charges

- 14.1 If a patron writes a cheque in payment of fines and fees and the cheque is returned by the bank for insufficient funds, the Library will charge that patron the NSF charge currently approved by City Council.

15.0 Interlibrary Loan Non-Pickup Fee

- 15.1 If a patron requests material through interlibrary loan and does not pick up the item after being informed of its availability, they will be assessed a \$5.00 fee per item.

16.0 Proctoring and Invigilation Fees

- 16.1 The exam proctoring and invigilation fee will be \$30.00 per exam. The maximum length of an exam is 3 hours.
- 16.2 Cancelling or rescheduling a proctoring session with 3 or less days notice may incur a \$5.00 fee. Cancelling or rescheduling a proctoring session with more than 3 days notice can be done free of charge.

17.0 Effective Date

- 17.1 The effective date for the new user fees set out in the Library User Fee Policy will be one month after the date of adoption by the Board.

Schedule of Library Fees & Fines

Effective Date: October 1, 2020

Overdue Fines	Fine- Daily per Item / Maximum per Item
Interlibrary Loan	\$1.00 / \$25.00

Replacement Fees	Charges
All types of material	Purchase price as noted in the catalogue record.
Where items do not show purchase prices, charges will be levied at the rates shown below:	
Book – hardcover	\$25.00
Book – softcover	\$10.00
Book – large print	\$25.00
Magazine	\$5.00
CDs	\$15.00
DVDs	\$20.00
DVD Box Sets	\$50.00
Non-refundable replacement fee	\$10.00 per item

Miscellaneous Library Charges	Charges
Non-resident membership fee	\$40.00 per year; pro ratable
Photocopies, Computer & Microfilm print-outs	
Black and White	
• Letter	\$0.25
• Legal	\$0.25
• 11 x 17	\$0.30
Colour	
• Letter	\$0.50
• Legal	\$0.50
• 11 x 17	\$1.00
Microfilm prints	\$0.25
Slide Projectors	\$5.00 per day
Overhead Projectors	\$5.00 per day
AV Screens	\$2.00 per day
Replacement for lost library cards	\$3.00 per card
Fax Service – Local	\$1.25 per page (as per City rates – no charge to fax other City departments)
Fax Service – Long Distance	\$2.25 per page (as per City rates)
NSF Charges – as per City policy	\$40.25 per cheque (as per City rates)
Interlibrary Loan Non-Pickup Fee	\$5.00 per item not retrieved

Digital Image Fees	Charges
Non-Commercial Use	\$ 5-10 depending on image quality
Commercial Use	\$ 10-20 depending on image quality
New Digital Image Scans	\$20 per scan in addition to standard image fees
CD charge	\$2 per disc
Shipping CD in Canada	\$5 Flat rate
Shipping CD International	\$15 Flat rate

Research Fees	Charges
Genealogy & research, less than 30 minutes	Free
Genealogy & research, greater than 30 minutes	\$40.00 per hour

Meeting Rooms	Charges
City department, selected community & non-profit groups	No charge
All other groups – Kinmount, Kirkfield, Lindsay [Carnegie Room], Oakwood, Woodville branches	\$25.00 for up to three hours, \$10.00 each additional hour plus HST
All other groups – Lindsay Meeting Room	\$50.00 up to three hours, \$10.00 each additional hour. Plus HST
Multimedia projector in conjunction with the room rental	\$25.00 per day Plus HST
SmartBoard in conjunction with room rental	\$25.00 per day Plus HST

Proctoring and Invigilation Fees	Charges
Exam proctoring – 3 hour exam maximum	\$30.00 per exam
Cancellation or rescheduling of exam – 3 or less days notice	\$5.00
Cancellation or rescheduling of exam – more than 3 days notice	No charge