

## LONDON PUBLIC LIBRARY POLICY

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

Effective Date: October 22, 2020

Review: October 2024

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### **PURPOSE:**

The purpose of this policy is to establish the principles by which London Public Library (Library) develops its monetary charges and establishes its fees and price structure for all areas of operation.

### **SCOPE:**

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

The *Ontario 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 *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 fees and prices established and charged by the Library.
- **“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 the Library that:

1. The setting of monetary charges are consistent with the Library's Purpose, Core Values and Strategic Plan.
2. The Library 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, equitably 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 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.
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. The Library 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).

The charging of fees associated with lending services, such as replacement charges for lost/damaged materials is delegated to Library Employees. Employees may use discretion in waiving or reducing fees 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 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 fees or prices rests with the office of the CEO.

Monetary charges incurred through direct Library error will be waived.

## **CONFIDENTIALITY**

Confidentiality of all personal information held by the Library in matters related to monetary charges is governed by the *Municipal Freedom of Information and Protection*

*of Privacy (MFIPPA) and related Library policy, Access to Information and Protection of Privacy Policy.*

**INQUIRIES:**

Manager, Customer Services & Branch Operations  
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)

Reviewed: October 22, 2020 (L20/92) (Policy)

## London Public Library Schedule of Monetary Charges

*Taxes included where applicable*

### Library Subscription Card Fees

Visitors, Non-residents, all ages: \$10.00/month to a maximum of \$50.00

Or \$50.00/ year non-refundable

### Standard Collections Materials Replacement Charges

Replacement costs for lost or damaged materials will be charged at the list price the Library paid. In the event that the item does not have a list price recorded, the charges will default as follows:

<b>Material Type</b>	<b>Default Price</b>
Inter-Library Loan material from other library systems	\$50.00
Books, DVD, CD	\$30.00
Periodicals	\$3.00
CDs, from multi-disc set (each) (audio books only)	\$10.00

### Service Charges

- Collection agency fee: \$15.00
- NSF (Not Sufficient Funds) Cheques: the user will be charged the amount the Library is charged by the financial institution.

## Consumable Supplies

Item	Unit	Price
Public Photocopying: black & white	1 Page	\$0.10
Public Photocopying: colour	1 Page	\$0.25
Computer Printing	1 Page	\$0.10
Labs fees	3D Printing Base Fee	\$1.00
	3D Printing Per 1g of filament	\$0.10
	1 Button	\$0.25
	1 Magnet	\$0.25
	12'x12' Sheet of Vinyl	\$2.00
	8.5" x 11" sheet of cardstock	\$0.25
Head Phones/Ear Phones	1 unit	\$1.00
USB Flash Drives	1 unit	\$ 6.00
Plastic Library Bags	1 unit	\$0.50
London Room Research Service	30 minutes	\$25.00
Reproduction - Paper original	Page	\$5.00 initial fee, \$1.00 per
Reproduction - Microfilm (per reel)	Page	\$8.00 initial fee, plus \$1.00 per
Reproduction - Digitized image from LPL Image Gallery	1 image	\$15.00
Reproduction - Digitized image(s) on CD/USB Flash Drive	1 image	\$15.00
Reproduction - Digitized image for publication/broadcast (one time use)	1 image	\$75.00
Long Distance Service (fax)	1 fax	\$2.00
Exam Proctoring	3 Hours (includes HST)	\$62.15

### Meeting & Function Room Rates

<b>Branch Meeting/Function Rooms</b>	<b>Unit</b>	<b>Rate</b>	<b>Non-Profit Rate</b>
Branch Primary Function Rooms	Per Hour	\$40.00	\$25.00
Adjoining Meeting Rooms (i.e. Meeting rooms A & B)	Per Hour	\$60.00	\$40.00
Branch Secondary Function Rooms	Per Hour	\$35.00	\$20.00
Branch Study, Community or Music Practice Rooms <i>*First 2 hours–booked within 7 days</i>	Per Hour	\$10.00	Complimentary*
<b>Central Branch Spaces/Rooms</b>		<b>Rate</b>	<b>Non-Profit</b>
Wolf Performance Hall	Per Hour (Minimum 4 Hours)	\$125.00	\$75.00
Reading Garden	Per Hour	\$300.00	\$200.00
Concession Room	Per Booking	\$100.00	\$75.00
Central Technology Lab	Per Hour	\$125.00	\$80.00

### Equipment and Service Rental Rates

<b>ITEM</b>	<b>Unit</b>	<b>Rate</b>
Podium		Complimentary
Podium with Microphone & Portable Speakers (small meeting)	Per Booking	\$125.00
Podium with Microphone & Portable Speakers (larger meetings)	Per Booking	\$250.00
Additional Microphones with Stands	Per Booking Per Microphone	\$30.00
LCD Data Projector (On cart with speaker)	Per Booking	\$70.00
DVD player & Flat screen TV	Per Booking	\$50.00
Yamaha Grand Piano (Wolf PH only)	Per Booking	\$200.00
Steinway Grand Piano (subject to availability)	Per Booking	\$500.00

ITEM	Unit	Rate
Easel	Per Booking	\$10.00
Flip chart with Whiteboard (paper)	Per Booking	\$25.00
Bar Service (Subject to change)	Per Booking	\$300.00-\$450.00
Audio Visual Technician (1 <sup>st</sup> Technician)	Per Hour (4 Hour Minimum)	\$30.00/hour
Audio Visual Technician (2 <sup>nd</sup> Technician)	Per Hour (3 Hour Minimum)	\$30.00/hour
Labour Fees (Set-Up, Tear down)	Per/Person/Per Hour	\$30.00
Front of House Personnel/Ushers - 2 Box Office Staff Members, 1 hour prior to event and up to 1 hour post event	2 Staff	Complimentary
Front of House Personnel/Ushers - Additional	Per Staff, Per Hour	\$30.00
Piano Tuning	Per Booking	\$125.00
Security	Per Hour, Per Guard (4 Hour Minimum)	\$30.00
SOCAN & City of London Insurance Fees	Subject to Established Rates	
Cleaning (Meeting room)	Per Room	\$100.00
Cleaning (Crush Space)		\$200.00
Cleaning (Wolf Performance Hall, Dressing Rooms & Green Room) <i>Cleaning fees may be applied in advance of the event (as a deposit) and refunded immediately following the event or retained through ticket sales remittance, subject to inspection.</i>		\$350.00

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Reviewed: December 3, 2020 (L20/112) (Fees)