

## London Public Library

### Monetary Charges Policy

**Effective:** September 21, 2023

**Next Review:** September 2027

#### PURPOSE:

To establish the principles by which the London Public Library (Library) develops its Monetary Charges and establishes its Schedule of Monetary Charges 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 [Ontario Public Libraries Act \(Act\)](#) 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:

- **Fees** means Monetary Charges imposed to generate revenue or cover costs to the Library for specific non-core services or programs, etc.
- **Monetary Charges** means all Fees and Prices established and charged by the Library.
- **Prices** means the monetary costs charged for goods, products and/or consumables and are imposed to generate revenue.
- **Schedule of Monetary Charges** means the document listing all fees and prices charged by the Library

#### POLICY STATEMENT:

It is the policy of the Library that:

1. The setting of Monetary Charges is consistent with the Library's Purpose, Values and Strategic Plan.

2. The Library will establish and maintain a list of all fees it charges in the *Schedule of Monetary Charges* as an adjunct to this policy.
3. On occasion, the *Schedule of Monetary Charges* may be brought to the Board for approval, independent of an update or change to this policy.
4. The Library will ensure that costs are reasonable in order to maximize community access to Library services and resources.
5. The Library will endeavour to apply its policy uniformly, equitably and fairly.
6. 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 comparably-sized public libraries in Ontario;
  - 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.
7. Monies collected from all Monetary Charges will go directly into the Library’s operating budget.
8. Monetary Charges will be reviewed regularly to ensure they are reasonable, effective and in line with the costs incurred by the Library.
9. 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.
10. 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 Library, is vested in the office of the CEO & Chief Librarian (CEO).

- 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**

Individuals who feel that they have been charged Fees or Prices unfairly may request the matter be reviewed by the appropriate Manager who will decide on the matter. A request to reconsider the decision will be referred to the appropriate Director and the Office of the CEO. The final decision 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:**

CEO & Chief Librarian