

<b>Decision maker:</b>	Cabinet Member for Culture Leisure and Sport
<b>Date of the meeting</b>	8 February 2013
<b>Subject:</b>	Changes to Library Fines and Charges
<b>Report by:</b>	Head of City Development and Cultural Services
<b>Wards affected:</b>	All
<b>Key decision (over £250k):</b>	No

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## **1. Purpose of report**

- 1.1 To review the current fines and charges levied by Portsmouth Library Service and make recommendations for change.

## **2. Recommendations**

**That the recommended changes are agreed and implemented from 1 April 2013:**

- 2.1 **For the late return of adult books and audio books. The charge should rise from 15p to 16p per day to a maximum increased from £8.00 to £8.50.**
- 2.2 **The maximum charge for late return of CD's (adult and child) to rise from £8.00 to £8.50.**
- 2.3 **The maximum charge for late return of adult DVD's to rise from £8.00 to £8.50.**
- 2.4 **Reservation fees for items not in stock to rise from £2.50 to £3.00.**
- 2.5 **International loan reservations to rise from £10.00 to £10.50.**
- 2.6 **Replacement cost for a child's library card currently free to be charged at 30p.**
- 2.7 **Braille charges to change from £3.00 per sheet for core copies of a document to £3.50 and additional copy charges to rise from 50p to 60p. These charges will continue to apply to businesses, PCC departments and other local authorities. Individuals with vision impairment who require the translations for their own use will continue to receive the service free of charge.**

### 3. Background

In 2012, considerable increases were put in place to bring the library service in Portsmouth in line with Library Authorities in the region and elsewhere in the country. The increases proposed for 2013 seek to maintain charges in line with inflation, and with regard to those charged by other library services in the region in some areas no increase is proposed where charges are already high, or feedback suggests that further increases would negatively impact engagement with services

#### 3.1 Children's replacement tickets

Currently Portsmouth Libraries offers free replacement tickets to all children under the age of 16. In July 2012 Portsmouth Library Service was the first authority in the country to successfully issue all children in local schools with a library ticket. This has resulted in over 15,000 additional tickets being issued to school age children in 2012. On the basis of previous records up to 20% of tickets could require replacement in any year, given the number of additional tickets, to a group more likely than average to misplace their library card, this increase could result in a significant budget pressure for the service. The cards cost the service 26p each to purchase. Therefore a replacement charge of 30p is proposed to cover costs.

#### 3.2 Photocopy charges

It is proposed not to add an inflation level increase as this would necessitate the adaption or replacement of coin boxes which would incur a cost to the service.

3.3 The following alterations to fines and charges are proposed along with a rational for each proposal and an explanation for the decision not to raise charges on some lines.

<b>Fines</b>	<b>Existing Fine</b>	<b>Proposed Fine</b>	<b>Rational for the proposal</b>
<b>For the late return of books and audio books (adult)</b>	15p per day to a maximum of £8.00	16p per day to a maximum of £8.50	This 1p increase reflects an inflation level rise, retaining Portsmouth's charges as broadly in line with neighbouring authorities, Southampton and Hants.  The IOW and W Sussex charge 20p per day
<b>For the late return of books and audio books (child)</b>	None	None	No change is proposed to support increased access to stock and literacy development. This is in line with W Sussex, IOW and Southampton.



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<b>Fines</b>	<b>Existing Fine</b>	<b>Proposed Fine</b>	<b>Rational for the proposal</b>
			Hampshire charge 5p per day fine to a max of 40p per item.
<b>CD (child and adult)</b>	25p per day to a maximum of £8.00	25p per day to a maximum of £8.50	No change to the daily rate but a slight increase in the maximum to reflect an inflationary increase. This charge is mid range in terms of charges by other local authorities. Loans of audio/visual materials are declining in popularity and increased costs are likely to drive down demand providing a disincentive to bringing back the item.
<b>Video/DVD (adult)</b>	50p per day to a maximum of £8.00	50p per day to a maximum of £8.50	No change to the daily rate to retain competitive charges in a declining market area. A slight increase in the maximum to reflect increasing prices This charge is mid range in terms of charges by other local authorities. Loan of audio/visual materials is declining in popularity and increased costs are likely to drive down demand providing a disincentive to bringing back the item.
<b>Video/DVD (child)</b>	25p per day to a maximum of £8.00	25p per day to a maximum of £8.50	As above
<b>Lost and damaged</b>	Full	Full	In line with all neighbouring

<p><b>loan items. Adults and children over the age of 5 years.</b></p>	<p>replacement cost</p>	<p>replacement cost</p>	<p>authorities. This charge continues to reaffirm the principal that lost/damaged items which are the property of the authority must be paid for in full</p>
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<b>Charges</b>	<b>Existing Charge</b>	<b>Proposed Charge</b>	<b>Rational for the proposal</b>
<b>Lost and damaged loan items Children under 5 years</b>	None	None	In line with all neighbouring authorities in acceptance of the position that young children still have to learn to take care of books but need the benefits of books at an early age for speech, learning and literacy. Supports the targeting of the young with a view to lifelong engagement with the service.
<b>Reservation fees</b>	Items in stock £1.00  Items not in stock £2.50  International loans £10.00  Sets of printed music (40) £15.00	Items in stock £1.00  Items not in stock £3.00  International loans £10.50  Sets of printed music (40) £15.00	Increases proposed for items not in stock are in line with those offered by neighbouring authorities and reflect the cost of staff time required to deliver the service.
<b>Replacement of membership card (adults)</b>	£1.50	£1.50	No change. In line with neighbouring authorities, it is in the interest of the service not to increase charges in order to encourage members to replace tickets and continue accessing services
<b>Replacement of membership card (child)</b>	Free	30p	Following the delivery of a library card to every school age child in Portsmouth Schools in July 2012, Free replacement would constitute a budget pressure. The charge covers the cost of the ticket to the service. See 3.2



<b>Charges</b>	<b>Existing Charge</b>	<b>Proposed Charge</b>	<b>Rational for the proposal</b>
<b>Photocopies/prints (customer)</b>	Black and white A4 10p  A3 20p  Colour A4 £1.00  A3 £1.50	Black and white A4 10p  A3 20p  Colour A4 £1.00  A3 £1.50	No change. In line with other library authorities and already higher cost than the High Street. Further increases would discourage use of our service and buildings. An inflation increase would require coin boxes to be changed at an increase cost to the service
<b>Memory sticks</b>	£7.50	£7.50	No change. The cost is falling on the High Street and an increase would discourage use.
<b>Fax Service</b>	UK £1.00 per A4 sheet  EU £1.50 per A4 sheet  Rest of world £2.00  Receipt of fax 50p per A4 sheet	UK £1.00 per A4 sheet  EU £1.50 per A4 sheet  Rest of world £2.00  Receipt of fax 50p per A4 sheet	No change - in line with the charges made by neighbouring authorities.
<b>Laminating</b>	A4 £1.50 A3 £2.00	A4 £1.50 A3 £2.00	No change The charge covers the staff time spent on this work.

<b>Charges</b>	<b>Existing Charge</b>	<b>Proposed Charge</b>	<b>Rational for the proposal</b>
<b>Patent documents</b>	Copies obtained from other libraries at cost and the charges are discussed with the customer before proceeding	Copies obtained from other libraries at cost and the charges are discussed with the customer before proceeding	No Change. This service supports business and innovation in the city.
<b>Braille translation</b>	£3 per A4 sheet for core copy  50p per A4 sheet each additional copy	£3.50 per A4 sheet for the core copy 60p per A4 sheet for additional copies	This service is not offered by neighbouring authorities. The proposed charge reflects an above inflation increase, still lower than charged by commercial organisations offering this service.  <b>No charge is levied for work commissioned by and required for the personal use of vision impaired members of the community.</b>

#### 4. Reasons for recommendations

4.1 The recommendations have been developed in order to meet the following aims:

- To ensure that the charges were sufficient to cover costs, not putting an additional strain on existing Library budgets
- The changes to fines and charges are fair and in lines with neighbouring authorities
- The increases in charges where they have occurred are not so severe that they would deter use of services. The needs of vulnerable groups have been considered.
- Persons with a vision impairment are not disadvantaged as Braille services remain free for their personal use
- Following the replacement library tickets costs have not increased for adults and been made free for children to provide ongoing access and no disadvantage for those on low incomes.

**7. Equality impact assessment (EIA)**

7.1 A preliminary EIA has been submitted.

**8. Head of Legal Services' comments**

8.1 The increase in cost of the provision of the Braille Transcription Service may have Equalities Act implications but there are no other legal issues raised by the proposals.

**9. Head of Finance's comments**

9.1 The proposed changes to the fees and charges structure detailed in this report will not have a significant impact on the budget. The service will continue to operate within approved financial resources.

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 Signed by:  
**Stephen Baily**  
**Head of City Development and Cultural Services**

**Appendices:       None**

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Fines fees and charges for Hampshire, IOW, Southampton, West Sussex, east Sussex, Surrey, Brighton and Hove, Wokingham and Bournemouth library Services	Local authority websites
Correspondence and suggestion forms received by Portsmouth Library Service	Central Library



The recommendation(s) set out above were approved/ approved as amended/ deferred/  
rejected by Cabinet member for Culture, Leisure & Sport on the 8 February 2013.

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Signed by:  
**Cabinet Member for Culture, Leisure & Sport**