

Agenda item: 

**Title of meeting:** Culture, Leisure and Sport Decision Meeting  
**Date of meeting:** 7 February 2014  
**Subject:** Library and Archives Fines and Charges Review 2014  
**Report by:** Head of City Development and Cultural Services  
**Wards affected:** All  
**Key decision:** No  
**Full Council decision:** No

## 1. Purpose of report

- 1.1 To review all library fines and charges levied by Portsmouth Library Service. This should ensure that charges cover the cost of service delivery and where practical are in line with those charged by neighbouring authorities.

## 2. Recommendations

- 2.1 That the following charges should increase from 1<sup>st</sup> April 2014 by the amounts indicated:

Fines/charges	Existing 2013/2014 charge	Charge from 1 <sup>st</sup> April 2014
For the late return of books and audio books (adult)	16p per day to a maximum of £8.50	17p per day to a maximum of £8.50
CD hire charge	£1.00 Single, £1.50 Set	£1.50 all CD hire
DVD hire charge	£3.00 new releases £2.00 all other stock	£3.50 new releases £2.50 all other stock
CD late return charge per day (adults and children)	25p per day to a maximum of £8.50	30 per day to a maximum of £8.50
DVD late return charge per day (adult)	50p per day to a maximum of £8.50	60p per day to a maximum of £8.50
DVD late return charge per day ( (under 16)	25p per day to a maximum of £8.50	30p per day to a maximum of £8.50
Reservation fees Items not in stock	£3.00	£3.50
Reservation fees - international loans	£10.50	At cost
Replacement library tickets under 16's	30p	50p
Fax	EU £1.50 per A4 sheet	EU £2.00 per A4 sheet



<b>Fines/charges</b>	<b>Existing 2013/2014 charge</b>	<b>Charge from 1<sup>st</sup> April 2014</b>
Research fees (PHC)	30 mins £12.50 60 mins £25.00	30 mins £13.50 60 mins £27.00
Scanning and photography (PHC)	Scanning £5.50 Photographic prints 7x5 £4.50 8x6 £5.50 10x8 £6.50 12x10 £10.00	Combined scanning and photographic: 7x5 £5.00 8x6 £6.00 10x8 £7.00 12x10 £10.50
Scan on CD Rom	£5.50	Add images to CD £3.00
E mail images (PHC) First image Subsequent images	£10.00 £2.00	All images £5.00
Postage (PHC)	UK £3.50 International £5.00	£5.00 minimum charge additional charge at cost

**2.2 That the cost of printing from the public access computers, currently 10p A4 black and white and 50p colour comes in line with photocopy costs, i.e. 10p A4 black and white and £1.00 colour.**

**2.3 That the following charges should remain unchanged for the year beginning 1<sup>st</sup> April 2014 from those set for 1<sup>st</sup> April 2013**

<b>Fines/charges</b>	<b>Existing charge</b>
Photocopies	A4 b&w 10p A3 b&w 20p A4 colour £1.00 A3 colour £1.50
Replacement library tickets - adult	£1.50
Reservation fees	Books in stock £1.00 Sets of music £15.00
Translation from Braille	£3.50 A4 for core copy 60p per sheet additional copy NB the service is free for any individual resident with vision impairment
Patent documents	Copies obtained from other libraries at cost
Laminating	A4 £1.50 A3 £2.00
Fax	UK £1.00 per A4 sheet Elsewhere in the world £2.00 per A4 Sheet Receipt of fax 50p per A4 sheet
Prints from microfiche or fiche (PHC)	A4 £0.50p A3 £1.00
Transcription from the vehicle registration log (PHC)	£12.50
Certificates of Baptism, Marriage, Confirmation and similar (PHC)	£12.00

### **3. Background**

3.1 The aim of the Libraries and Archives fines and charges review is to ensure that charges must, where practical represent an inflation rise and must be at a level that covers the cost of service delivery. Particular attention has been given to processes which have an impact on staff time, to ensure this has been factored into the charge. Direct inflation increases are not always practical and costs must be "rounded" to produce sensible amounts which can be charged and managed by our equipment.

#### **3.2 Review of charges by neighbouring authorities**

A further consideration is a review and comparison with the charges levied by neighbouring authorities to ensure our costs are reasonable and in line with local expectation. This is to ensure that residents and visitors are not dissuaded from using our services and encouraged to go elsewhere.

3.2.1 Key issues raised by this comparison are that our adult daily fines are greater than Hampshire and Southampton, who currently charge 15p per day but less than the Isle of Wight and West Sussex who charge 20p. IOW. West Sussex and Southampton, like Portsmouth, do not charge fines on the tickets of children. Hampshire levy a modest 5p per day fine.

3.2.2 The Portsmouth charge for in-house reservations is already higher than neighbouring authorities as is our charge for adult ticket replacement. Neither would stand an increase at this time. Our proposal to increase the cost of child replacement tickets also makes us the highest charger in this category, but Portsmouth are the only service in the group to provide automatic membership to all school age children, so replacement costs are potentially more of a pressure on our budgets. All library services in the group have held the cost of A4 copying and printing at 10p per sheet for some time and this is line with or greater than high street prices. Portsmouth charges for A3 and colour copying are also already high and could not take an increase.

3.2.3 It has proved more complex to find clear price comparisons for the Portsmouth History Centre and Archive related costs, as these services are delivered differently by other authorities. Overall our charges appear similar to or a little higher than neighbouring authorities, arguing for no increase in the coming financial year. However, our research fee for enquiries taking longer than 15 minutes requires adjustment to ensure that salary costs are appropriately covered and the value of the expertise is recognised.

3.2.4 History Centre postage costs are also low and do not reflect the staff input. A £5.00 minimum is proposed. Scanning, photographic and emailed images are also simplified for administrative purposes and ease of public use.

### **4. Reasons for recommendation**

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

- Ensure that charges are sufficient to cover costs, ensuring there is no additional strain on existing Library budgets
- Changes in fines are fair and in line with neighbouring authorities.
- Increases are not so severe that they could deter use of services. Needs of vulnerable groups have been considered.

A rationale is provided for each decision to increase charges and for each decision to hold the charge at the present level

#### 4.2 Recommendation to increase charges

<b>Fines/charges</b>	<b>Existing 2013/2014 charge</b>	<b>Charge from 1<sup>st</sup> April 2014</b>	<b>Rationale for the revised charge</b>
For the late return of books and audio books (adult)	16p per day to a maximum of £8.50	17p per day to a maximum of £8.50	Increase above inflation but to reflect impact on staff time and to achieve return of stock
CD hire charge	£1.00 Single, £1.50 Set	£1.50 all CD hire	To simplify charging due to small size of the collection
DVD hire charge	£3.00 new releases £2.00 all other stock	£3.50 new releases £2.50 all other stock	Increase above inflation but to reflect impact on staff time and to achieve return of stock
CD late return charge per day (adults and children)	25p per day to a maximum of £8.50	30 per day to a maximum of £8.50	Increase above inflation but to reflect impact on staff time and to achieve return of stock
DVD late return charge per day (adult)	50p per day to a maximum of £8.50	60p per day to a maximum of £8.50	Increase above inflation but to reflect impact on staff time and to achieve return of stock
DVD late return charge per day (under 16)	25p per day to a maximum of £8.50	30p per day to a maximum of £8.50	Increase above inflation but to reflect impact on staff time and to achieve return of stock
Reservation fees Items not in stock	£3.00	£3.50	This above inflation rise is to reflect the complexity of the process and impact on staff time
Reservation fees - international loans	£10.50	At cost	Items can be well below the current cost or well above. The change avoids customer dissatisfaction or a pressure on budgets
Replacement library tickets under 16's	30p	50p	The increase is to cover the cost of the card and staff time administering the process

<b>Fines/charges</b>	<b>Existing 2013/2014 charge</b>	<b>Charge from 1<sup>st</sup> April 2014</b>	<b>Rationale for the revised charge</b>
Fax	EU £1.50 per A4 sheet	EU £2.00 per A4 sheet	The cost of EU and rest of the world faxing is the same, so this is now recognised in the charge
Research fees (PHC)	30 mins £12.50 60mins £25.00	30 mins £13.50 60 mins £27.00	Increase to ensure staff costs are covered (band 6 - band 9) and a charge for the work undertaken
Scanning and photography (PHC)	Scanning £5.50 Photographic prints 7x5 £4.50 8x6 £5.50 10x8 £6.50 12x10 £10.00	Combined scanning and photographic: 7x5 £5.00 8x6 £6.00 10x8 £7.00 12x10 £10.50  Add images to CD £3.00	Above inflation increase but to bring in line with charges by neighbouring authorities
E mail images (PHC) First image Subsequent images	£10.00 £2.00	All images £5.00	Simplification of charges to reflect the cost/staff time for each process
Postage (PHC)	UK £3.50 International £5.00	£5.00 minimum charge	Minimum charge to cover staff time. Larger packages and overseas at cost

- 4.3** That the cost of printing from the public access computers, currently 10p for A4 black and white and 50p colour comes in line with photocopy costs, 10p A4 black and white and £1.00 colour.

This recommendation is made to resolve an anomaly that computer printing has been charged at a reduced rate compared to photocopying, although the cost is the same to the business and has created a modest budget pressure

- 4.4** Recommendation to retain charges at current level

<b>Fines/charges</b>	<b>Existing charge</b>	<b>Rationale for retaining existing charge</b>
For the late return of books and audio books (under 16)	None	This absence of a charge supports literacy and learning for all children. Essential in order to deliver the Universal Library card offer. 3 of the 4 neighbouring authorities do not make a charge

<b>Fines/charges</b>	<b>Existing charge</b>	<b>Rationale for retaining existing charge</b>
Photocopies	A4 b&w 10p A3 b&w 20p A4 colour £1.00 A3 colour £1.50	Current charges in line with or greater than neighbouring authorities and will not stand an increase
Replacement library tickets - adult	£1.50	Already higher charge than all neighbouring authorities
Reservation fees	Books in stock £1.00	Already higher charge than all neighbouring authorities
Reservation fees	Sets of music £15.00	Mid range with neighbouring authorities and covers costs
Translation from Braille	£3.50 A4 for core copy 60p per sheet additional copy NB the service is free for any individual resident with vision impairment	No comparison available as other authorities do not offer this service. Currently comparative with the market place
Patent documents	Copies obtained from other libraries at cost	Increases in cost and variation are managed by charging the full amount of the enquiry
Laminating	A4 £1.50 A3 £2.00	This is little used and under review. Prices similar to other Authorities
Fax	UK £1.00 per A4 sheet Elsewhere in the world £2.00 per A4 Sheet Receipt of fax 50p per A4 sheet	Similar in cost to neighbouring authorities. Little used but an important service for a limited number of residents.
Prints from microfiche or fiche (PHC)	A4 £0.50p A3 £1.00	Similar or higher than those offered by neighbouring authorities
Transcription from the vehicle registration log (PHC)	£12.50	Similar or higher than those offered by neighbouring authorities
Certificates of Baptism, Marriage or Confirmation (PHC)	£12.00	Similar or higher than those offered by neighbouring authorities
Prints from microfiche or fiche (PHC)	A4 £0.50p A3 £1.00	In line with charges by neighbouring authorities

<b>Fines/charges</b>	<b>Existing charge</b>	<b>Rationale for retaining existing charge</b>
Transcription from the vehicle registration log (PHC)	£12.50	Already slightly higher than other neighbouring authorities
Certificates of Baptism, Marriage, Confirmation and similar (PHC)	£12.00	The same or slightly higher than other neighbouring authorities

## 5. Equality impact assessment (EIA)

- 5.1 An equality impact assessments is not required as recommendation does not have a negative impact on any of the protected characteristics as described in the Equality Act 2010.

## 6. Legal Implications

- 6.1 There are no specific legal implications. The Public Libraries and Museums Act 1964, as amended by the Library Charges Regulations 1991, provide for charges to be levied for library services. However, the Council must ensure that the service provided is comprehensive and efficient. The Council also have a duty to promote the service and to encourage people to use it.

## 7. Finance Comments

- 7.1 Income received by the library for the period to 31 December, 2013 is as follows;

<b>Income Stream</b>	<b>£</b>
Grant Income	20,854
Fees and Charges	97,034
Commercial Rents	1,040
Miscellaneous Income - includes receipts from printing services	27,782
Schools Income	161,407
Income received from other PCC departments	23,340
<b>Total</b>	<b>331,457</b>

The proposed changes to the fees and charges structure detailed in this report will not have a significant impact on the income received but will ensure that the city council is better able to recover the costs of services provided. The charges have been revised to ensure that they remain comparable with other neighbouring authorities, whilst still being accessible to all.

The library service is under significant pressure and is projected to have a budget overspend at year end of approximately £100,000. A contributing factor is that income received is projected to be £27,000 less than budgeted at the end of the

financial year. This overspend will be funded from surpluses in other areas of the Culture, Leisure and Sport Portfolio.

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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:

<b>Title of document</b>	<b>Location</b>

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by Cabinet Member for Culture, Leisure and Sport on 7 February 2014.

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