

Agenda item:

Title of meeting: Culture, Leisure and Sport Decision Meeting
Date of meeting: 12 December 2014
Subject: Library and Archives Fines and Charges Review 2015 - 16
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 1st April 2015 by the amounts indicated:

Item	Current Charge 2014/15	Proposed Charge 2015/16
Library		
Books - overdue	Adults: 17p per day to max of £8.50 Children: No charge	Adults: 18p per day to max of £9.00 Children: No charge
CD hire	£1.50 per month	£1.00 per week
CD overdue charge	All: 30p per day to max of £8.50	All: 30p per day to max of £9.00
Reservation fees	Books not in stock - UK loan £3.50	Books not in stock - UK loan £4.00
DVD overdue charge	Adults: 60p per day to max of £8.50 Children: 30p per day to max of £8.50	60p per day to max of £9.00 Children: 30p per day to max of £9.00
Portsmouth History Centre		
Research fees:	30 minutes £13.50	£14.00



Vehicle registration log transcriptions	£12.50	Vehicle registration log transcriptions: £14.00
Attach image to CD	£3.00	Image attached to CD: £5.00 per image and £1.00 for CD

2.2 That the following new charges be applied from 1st April 2015 with the condition that the services reserves the right to refuse copy where the process would put the document at risk.

Item	Proposed charge 2015/16
Photocopying - from PHC sources where staff support is required - new charge for 2015	B&W A4: 50p B&W A3: £1.00 Colour A4: £1.50 Colour A3: £3.00
Photography permit (daily) - new charge for 2015	£10.00 per day

2.3 That the following charges should remain unchanged for the year beginning 1st April 2015 from those set for 1st April 2014

Item	Current charge
DVD hire	£3.50 new releases £2.50 other stock
Items lost or damaged beyond repair: members 5 + years - all adult	Full replacement cost
Reservation fees	Books already in stock £1.00
	International loans - at cost
	Music scores (set of 40): £15.00
Replacement library tickets	Adult: £1.50 Child: £0.50P
Fax services	UK A4 £1.00 Rest of world: £2.00 Receipt of fax: £0.50p
Braille Services	Core copy per A4 sheet: £3.50



	Additional copy per A4 sheet: £0.60p Service free to individual with vision impaired
Patent Documents	Copies obtained from other libraries at cost
Photocopying/prints	A4 b&w: 10p A3 b&w: 20p A4 colour: £1.00 A3 colour: £1.50
IT Suite Hire	Hire of IT suites at Carnegie, Central & Southsea Libraries £18.00 per hour £13.50 per hour for PCC/charities/voluntary orgs
Baptism, marriage and confirmation certificates:	£12.00
Image to be sent by email	£5.00
Prints from microfilm/microfiche	A4 b&w £0.50p A3 b&w: £1.00
Photographic prints	7x5 £5 8x6 £6 10x8 £7 12x10 £10.50
PHC Postage	£5.00 min. Additional charge at cost

3. Background

Key factors determining increases in fines and charges

- 3.1 The aim of the Libraries and Archives fines and charges review is to ensure that charges must, where practical represent inflation rises and must be at a level that covers the cost of service delivery. Particular attention has been given to processes that put a significant pressure on staff time, and subsequently, staff budgets. 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 As in previous years, a significant consideration is the level of fees and 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.

- 3.3 There is an above inflation increase for the late return of books and other loan items. However this is imposed, mindful that although Hampshire and Southampton, currently charge 15p per day, the Isle of Wight and West Sussex charge 20p. The increase is imposed to encourage the prompt return of loan items, to make them available for further use. Past evidence also suggests that items are less likely to go missing in resident's homes, when searches are undertaken sooner rather than later. There are also a range of measures in place to avoid items becoming overdue; text alerts, phone and on-line renewals. In this environment, the additional charge is recommended.
- 3.4 Patterns of use for CD loans have changed in the recent time period. Items are rarely required for extended periods of time, leading to the proposal to implement a weekly loan period and fee. This will have the advantage to returning valuable items to be available for future loans.
- 3.5 The maximum fine for overdue items, i.e. books, CD's and DVD has risen from £8.50 to £9.00 this is the reflect an inflation increase and to encourage the early return in overdue items.
- 3.6 The increase in the charge for reserved items, not in stock, is proposed to rise from £3.50 to £4.00, which is an above inflation increase. This work is a significant pressure on staff time and the related searching and mechanisms for obtaining the items can be complex. The charge goes some was to reflecting the cost to the service while remaining within the scope of charges made by other authorities in the region.
- 3.7 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. Increases reflect inflation rises and time taken by staff.
- 3.8 Two new charges are proposed regarding the coping of documents. Both come with the proposal that the Portsmouth History Centre reserves the right to refuse copying services where the process may put the documents at risk. The proposed charges are:
- Staff assisted photocopying. Frequently staff assistance is required to support the researcher and to protect the documents. This charge reflects the time spent on this activity.
 - Photography permits. This is to bring the service in line with other History Centre and Record Offices facilities in the region and responding to increasing requests. A day's permit would enable researchers to take images from agreed materials using a mobile phone or other smart device. This method is frequently less intrusive for the document than traditional forms of copying.
- 3.9 Increases in fines and charges can disproportionately impact certain vulnerable groups. With this in mind and in response to customer feedback, the Library and Archive Services are introducing an Access Membership category. This new membership group seeks to make the services equally accessible for all users by providing adjustments for adults with physical and learning disabilities, recognising that disability may impact on the

individual's ability to manage their library account as easily as other users. To avoid members of this group falling foul of overdue loan charges, no fines will be incurred by adults on any overdue books or spoken word items. This membership category will not charge a reservation fee for items required from other libraries. Charges for the loan of film and music will still apply.

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

Item	Current Charge 2014/15	Proposed charge 2015/16	Reason for proposal
Libraries			
Books - overdue	Adults: 17p per day to max of £8.50 Children: No charge	Adults: 18p per day to max of £9.00 Children: No charge	Above inflation increase but in-line with neighbouring authorities
CD hire	£1.50 per month	£1.00 per week	Reflects changing patterns of use
CD overdue charge	All: 30p per day to max of £8.50	All: 30p per day to max of £9.00	Reflects increased cost of product
Reservation fees	Books not in stock - UK loan £3.50	Books not in stock - UK loan £4.00	To cover increasing cost of interlibrary loans
DVD overdue charge	Adults: 60p per day to max of £8.50 Children: 30p per day to max of £8.50	60p per day to max of £9.00 Children: 30p per day to max of £9.00	Reflects increased cost of product
Portsmouth History Centre			

Research fees:	30 minutes £13.50	£14.00	To reflect and support staff costs
Vehicle registration log transcriptions	£12.50	Vehicle registration log transcriptions: £14.00	To reflect and support staff costs
Attach image to CD	£3.00	Image attached to CD: £5.00 per image and £1.00 for CD	To be consistent with image by email charge
Photocopying - from PHC sources where staff support is required - new charge for 2015		B&W A4: 50p B&W A3: £1.00 Colour A4: £1.50 Colour A3: £3.00	To reflect cost of staff time to deliver the service.
Photography permit (daily) - new charge for 2015		£10.00 per day	To reflect changing use of services and mechanisms for recording images/data

- 4.3 Recommendation to retain charges at current level
Each of the charges made by the Library and Archive Services, which are not proposed to increase, are shown below with an explanation for retaining the current charge

Items	Current charge	Action	Rationale
DVD hire	£3.50 new releases £2.50 other stock	No change	Market will not bear an increase
Items lost or damaged beyond repair: members 5 + years - all adult	Full replacement cost	No change	N/A
Reservation fees	Books already in stock £1.00	No change	Market will not bear an increase
	International loans - at cost	No change	N/A
	Music scores (set of 40): £15.00	No change	Market will not bear an increase
Replacement library tickets	Adult: £1.50 Child: £0.50P	No change	Reflects charges in neighbouring authorities
Fax services	UK A4 £1.00	No change	Market will not

	Rest of world: £2.00 Receipt of fax: £0.50p		bear an increase
Braille Services	Core copy per A4 sheet: £3.50 Additional copy per A4 sheet: £0.60p Service free to individual with vision impaired	No change	Market will not bear an increase
Patent Documents	Copies obtained from other libraries at cost	No change	N/A
Photocopying/prints	A4 b&w: 10p A3 b&w: 20p A4 colour: £1.00 A3 colour: £1.50	No change	Market will not bear an increase. This is in line with other providers in the city.
IT Suite Hire	Hire of IT suites at Carnegie, Central & Southsea Libraries £18.00 per hour £13.50 per hour for PCC/charities/voluntary orgs	No change	Market will not bear an increase. This is in line with other providers in the city
	Baptism, marriage and confirmation certificates: £12.00	No changes	Statutory fee - charged nationally
	Image to be sent by email: £5.00	No change	Market will not bear an increase
	Prints from microfilm/microfiche A4 b&w £0.50p A3 b&w: £1.00	No change	Market will not bear an increase
	Photographic prints 7x5 £5 8x6 £6 10x8 £7 12x10 £10.50	No change	Provided by Photobox at their cost. This may be subject to change by the company.
PHC Postage	£5.00 min. Additional charge at cost	No change	Covers cost and avoid budget pressure

5. Equality impact assessment (EIA)

- 5.1 A preliminary EIA has been completed and there was found to be no negative impacts on service users.

6. Legal comments

- 6.1 The proposals in this report comply with the Council's obligations to protect its assets.

7. Head of Finance comments

- 7.1 Fees and charges are calculated using a total cost recovery methodology where possible.
- 7.2 Changes to the fees and charges structure detailed in this report are being proposed to ensure that where relevant inflationary increases are applied to current fees. Other changes are being proposed to ensure that charges are in line with other local providers and reflect current borrowing practices.
- 7.3 Income received by the library for the period to 30 September, 2014 is shown in the table below. Compared to the full year fees and charges income budget of £93,150 it is anticipated that £86,957 will be received, a shortfall of £6,193.

Income Stream	Actual As At 30/9/14	Year end Forecast Outturn	2014/15 Budget	Forecast Variance Surplus (Deficit)
	£	£	£	£
Fees and Charges	48,838	86,957	93,150	(6,193)

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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

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The recommendation(s) set out above were approved/ approved as amended/ deferred/
rejected by Cabinet Member for Culture, Leisure and Sport on 12 December 2014.

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Signed by:
Cabinet Member for Culture, Leisure and Sport