



London Public Library

Monetary Charges Policy

Passed by Board: September 21, 2023

Effective: January 1, 2024

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

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:

Material Type	Default Price
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
Photocopying/Computer Printing: black & white	One page	\$0.25
Photocopying/Computer Printing: colour	One page	\$0.50
Lab Fees	3D Printing Base Fee	\$2.00
Lab Fees	3D Printing per 1 g of filament	\$0.10
Lab Fees	One button	\$0.25
Lab Fees	One magnet	\$0.25
Lab Fees	12 x12 sheet of vinyl	\$2.00
Lab Fees	8.5 x 11 sheet of cardstock	\$0.25
Head Phones/Ear Phones	One unit	\$1.00
USB Flash Drives	One unit	\$6.00

London Room Research Service	30 minutes	\$25.00
Reproduction - Digitized image for publication/broadcast (one-time use)	One image	\$75.00
Exam Proctoring	Three hours (includes HST)	\$62.15
Long Distance Service (fax)	One fax	\$2.00

Meeting & Function Room Rates

Meeting/Function Rooms	Unit	Rate	Non-Profit Rate
Central/Branch Primary Function Rooms (includes AV, tables, chairs, etc.)	Per Hour	\$60	\$40
Adjoining Meeting Rooms (i.e. Meeting rooms A & B)	Per Hour	\$70	\$50
Central/ Branch Secondary Function Rooms	Per Hour	\$40	\$25
Central/Branch Study, Community or Music Practice Rooms*	First two hours (booked within seven days)	n/a	Complimentary

* Package available upon request.

Central Branch Spaces/ Rooms

Space	Unit	Rate	Non-Profit Rate
Wolf Performance Hall	Per Hour (Minimum four hours)	\$200	\$125
Reading Garden	Per Hour	\$150	\$100
Concession Room	Per booking	\$100	Free
Technology Lab	Per Hour	\$125	\$80
Third Floor	Per Hours (Minimum four hours)	\$300	\$200

Equipment and Service Rental Rates

Item	Unit	Rate
Yamaha Grand Piano (Wolf PH only & includes tuning)	Per Booking	\$350
Steinway Grand Piano (subject to availability & includes tuning)	Per Booking	\$600
Audio Visual Technician	Per Hour (Four hour minimum)	\$45
Audio Visual Technician Overtime rate	Per Hour	\$67.50
Security	Per Hour/ Per Guard (Four hour minimum)	\$40
SOCAN (Society of Composers, Authors and Music Publishers of Canada)	Subject to established rates	Subject to established rates
City of London Insurance Fees	Subject to established rates	Subject to established rates
Cleaning (Meeting room)	Per room	\$200
Cleaning 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.	Wolf Performance Hall, Dressing Rooms & Green Room	\$500
Stage Risers	Per riser	\$25
Stage Lighting ground package	n/a	\$200
Hazer	n/a	\$50
Portable Speaker (includes wireless mic)	Each	\$50
Livestreaming/Recording package (includes AV Operator)	Per package	\$500
Central Cruiser Tables	Per table	\$10
Pre-printed tickets	Per ticket	\$0.10