



Fees and Charges Policy

1 August 2020

Fees and Charges Policy

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1. Policy Statement

Most borrowing and services at Christchurch City Libraries are free to residents and ratepayers of the Christchurch City Council area. The decisions about the services that will be charged for are based on the Local Government Act 2002 which identifies three types of expenditure and how each type of expenditure should be funded:

- a. Expenditure which gives rise to general benefits may be funded from rates. General benefits do not accrue to identifiable persons or groups of persons but benefit the community generally.
- b. Expenditure which gives rise to direct benefits should be funded by contributions from the person or categories of person who benefit from the expenditure.
- c. Expenditure necessary to control negative effects should be funded by those whose action or inaction caused the negative effects to occur.

Services where there is both an individual benefit to the library customer and a benefit to the library (e.g., through system efficiencies), a partial charge is applied to the service.

Services where an individual charge should apply but where the cost of obtaining the fee from the customer would make the service cost unreasonable and prohibitive to using the service will be provided without charge. Services within this category are reviewed regularly both to ensure that they are still appropriate services for the library to offer and to explore equitable ways to levy the charge.

Services which may have an individual benefit, but where the library recognises the difficulty for some customer groups to access the service (e.g. through mobility or financial issues), there will be no charge. This applies to many services available to Youth and Concession members.

The library also charges for a number of services based on historical circumstances. These services have now changed (both in terms of public perception and access through other means). The library will continue to review these particular charges and adjust as appropriate.

The current calculation for the balance between general and individual benefit from the library resources and services means that at least 90% of the operational cost of providing library services is met from rates funding and the remainder is funded from fees, charges and grants.

Some fees and charges require Council approval. These charges are listed in the City Council Fees and Charges schedule and are included in the attached Appendix. Where fees and charges are set at the discretion of the General Manager, Citizens and Community, these will be listed on the library website.

Specialist services (such as Bindery services) will be charged on the basis of the service provided. Therefore customers will be quoted for these services before committing to the work.

Review:

The Fees and Charges Policy will be reviewed every three years (at a minimum), to coincide with the Long-Term Plan (LTP) planning cycle.

2. Schedule of Fees and Charges

There is no charge to residents and ratepayers of Christchurch City Council for the following library services:

- Using and enjoying the library facilities.
- Borrowing of general collection books.

- Accessing and searching the internet and sending email.
- General information services.

2.1 Borrowing Charges

2.1.1 Holds

This includes holds that are placed manually by library staff and those placed by library customers using their library account.

| | | |
|---------|------------|--------|
| Charge: | Adult | \$3.00 |
| | Youth | Free |
| | Concession | Free |

The charge is applied when the customer collects the item on hold from the library. No charge applies if the item cannot be supplied or the item is not collected.

2.1.2 Replacement Membership Cards

A membership card is required for borrowing items from the collection. If the card is lost, it will need to be replaced to continue borrowing from the library.

| | | |
|---------|------------|--------|
| Charge: | Adult | \$5.00 |
| | Youth | \$2.50 |
| | Concession | \$2.50 |

2.1.3 Lost or Damaged Item

The charge made for a lost or damaged item is calculated from the item cost which is recorded on the library catalogue record and reflects the cost to the library of replacing or repairing the item. A processing fee of \$21.00 per item is added to the lost item charge. Charges for the repair of damaged items will be set at actual cost recovery.

2.1.4 Overdue Fines

Fines are charged on all items that the customer fails to return to the library by the due date to reflect the inconvenience created for other customers who are unable to borrow or browse the item. Fines accrue each day the item is overdue up to a maximum per item fine of \$21.00.

| | | |
|---------|------------|-------------------------|
| Charge: | Adult | \$0.70 per day per item |
| | Youth | Free |
| | Concession | Free |

If an outstanding amount on your Library Account is referred to a Debt Collection Agency, you will be liable for any collection costs incurred to recover the amount owing.

2.1.5 Bestseller Collections

All items located in the bestseller collection attract a charge which reflects the premium nature and immediacy of access provided by these items. The charge applies to all library customers.

| | | |
|---------|---------------------------|--------------------------------|
| Charge: | Adult, Youth & Concession | \$3.00 per item for 7 day loan |
|---------|---------------------------|--------------------------------|

2.1.6 Audiovisual Collections

There is a charge to borrow items from the DVD, audiobook (all formats), Tape and CD general collections. This charge reflects the additional costs involved in the library providing (and supporting) AV resources.

| | | |
|---------|--------------------|---------------------------------|
| Charge: | DVD | \$3.00 per item per 7 day loan |
| | | \$6.00 per set per 14 day loan |
| | CDs and audiobooks | \$3.00 per item per 28 day loan |
| | | \$3.00 per set per 28 day loan |

The charge applies to adults and youth when they borrow items in the general collection, but items in the children and young adult collections are free.

There are no charges to borrow AV items (CDs and DVDs) located in the Nga Pounamu Collection or Pasifika Collection. This is in recognition of the significance of providing access to these collections.

2.2 Interlibrary Loan

For information about the borrowing conditions of interlibrary loan, refer to the Interloans Policy.

2.2.1 General Conditions

For requests supplied from within New Zealand, the following charges apply.

| | | |
|----------|---------------------|--|
| Charges: | Non-urgent requests | \$12.00 (1 st 25 requests in a calendar year) |
| | | \$30.00 (26 th and subsequent requests in a calendar year) |
| | Urgent requests | \$30.00 (\$20.00 non-refundable urgent fee; \$12.00 interloan fee refunded if item cannot be supplied) |
| | Standards | \$35.00 per standard |

Items supplied from New Zealand sources are charged for on a partial cost recovery basis. This reflects that the Library is not able to hold all resources that members may wish to use, but supports their access to other collections held nationally.

For requests supplied from overseas:

| | | |
|----------|-----------|---------------------------------|
| Charges: | All items | \$20.00-\$60.00 (approximately) |
|----------|-----------|---------------------------------|

Overseas items are charged for on a cost recovery basis, and vary according to country of origin, exchange rates, agent's charges and method of delivery. Members will be advised of charges before proceeding with a request.

Overdue fines will be incurred if interlibrary loan items are returned after the due date. Fines apply as outlined in section 2.1.4.

If library members request more than 25 items in one calendar year, an increased charge applies for each item after the 25th.

Occasionally additional charges may be imposed by the supplying library. These charges will be passed on to the customer.

2.2.2 Corporate Services

Items received on interloans for corporate members can be supplied by post. The charge for this service will be based on cost recovery and includes the cost of postage.

2.3 Non-City Borrowers

Most library members are Christchurch City Council ratepayers or residents. Non-residents who comply with the conditions of membership are eligible to join the library as subscription members.

The charges apply to both adult and youth non-city members. However, some trusts (e.g. Gammack Trust) provide for free membership for youth in adjacent districts.

2.3.1 Subscription Members

For subscription non-city members:

| | | |
|---------|---------------------|----------|
| Charge: | 6-month membership | \$67.50 |
| | 12-month membership | \$135.00 |

This subscription enables non-city members to access the services of the library on the same basis as ratepayers and residents, e.g. the same bestseller, holds and audio-visual item charges will apply. Subscription members can access all electronic resources except where

specifically excluded by the terms of Christchurch City Libraries' contractual agreements with those suppliers.

2.4 Printing and Copying

2.4.1 Printing and Photocopying

The Library provides facilities for customers to print and photocopy resources for their research and private study needs. The costs of providing these services are similar.

| | | |
|---------|-----------|-----------------|
| Charge: | A4 B&W | \$0.20 per page |
| | A4 Colour | \$1.00 per page |
| | A3 B&W | \$0.40 per page |
| | A3 Colour | \$2.00 per page |

2.4.2 Digital Image Reproduction

The terms of use on the library website will indicate where copies of images may be taken by customers for their research and private study. In these cases, there is no charge for the customer in taking a digital copy. However, where staff intervention is required and/or where the image is not available for download from the library website, the following charges apply.

| | | |
|---------|---|-------------------|
| Charge: | Electronic delivery of image | \$30.00 per image |
| | photographer fee if applicable | cost recovery |
| | Image delivered on CD | \$30.00 per image |
| | photographer fee if applicable | cost recovery |
| | An administration charge of \$65.00 per hour will apply after 30 minutes. | |

2.4.3 Scanning

Where customers use library equipment to scan copies for their own use there is no charge. However, where customers require higher resolution scans using specialist library equipment then cost recovery charges (including staff time) will apply.

2.5 Information Delivery

2.5.1 Research Consultations

Assisting customers to find and use information resources is a core service of the library therefore quick reference enquiries, research searches that take less than 30 minutes and enquiries that involve staff assisting a customer to use the resources of the library are provided free of charge. Where the research question is more in-depth, then a charge will apply to staff time over 30 minutes.

| | | |
|---------|------------------|--|
| Charge: | First 30 minutes | Free |
| | After 30 minutes | \$65.00 per hour (charged in 30 minute increments of \$ 32.50) |

Library staff will ensure that customers are advised of likely costs for additional research before the chargeable work begins.

The customer will also be charged with any additional costs associated with the research e.g. photocopying, printing, faxing or postage.

Charges for members of Christchurch City Libraries will be added to their customer account. Where the requestor is not a member of the Library, payment in advance will be required.

In-depth research is not a core library service, therefore where research is likely to take more than two hours of staff time, customers may be referred to use a specialist research service.

3. Public Programmes

The principles underpinning the fees and charging policy apply equally to the programmes offered by the Library and learning centres. Charges will be based on the actual programme being offered and will be advertised with the programme.

3.1 Programmes offered at no charge

No charge applies to programmes designed and delivered by the Library and learning centres that promote the:

- Use of the libraries physical and virtual collections.
- Practice of reading for enjoyment and help emerging readers extend their reading experience.
- Principles of information literacy in the effective use of library resources – print, digital and the web.
- Use of digital literacy to ensure the management, retrieval and use of electronic information for frequent tasks.
- LTP community outcomes e.g. promotion and protection of heritage.

3.2 Programmes where customer pays

The customer will pay (on the basis of cost recovery) for programmes designed and delivered by the Library and learning centres that extend beyond the core provisions. These are programmes that provide:

- 'Value added' with a focus on a creative production process and/or take home product e.g. some holiday programmes.
- 'Value added' learning for an existing provider or business e.g. teacher professional development courses, specialist school programmes, customised programmes.
- Specialist skill focus courses using applications or software not readily available on a home computer or with limited frequency of use e.g. 3D programmes using 123 Design, Film school using iMovie.

3.3 Subsidised Programmes

Some programmes will be subsidised. Subsidisation is where the Library offsets the full cost of the programme. Programmes considered for subsidisation include:

- 'Pilot' programmes offered with the view to future rollout.
- 'Trial projects' either by the Library or in partnership with other learning providers.
- A project developed within a research context where the research will assist with Christchurch City Council strategic objectives.
- Specialist programmes based around the testing and development of a new technology tool, learning theory or ICT application.
- Learner support programmes that 'bridge the gaps'. The focus is on supporting learners develop basic lifelong learning skills.
- Specialist programmes that include an information literacy component as part of the learning process.

4. Meeting Rooms and Public Spaces

Christchurch City Libraries has a number of meeting rooms and public spaces available for use by groups and organisations in the local community. Conditions of use, definitions and eligibility are outlined in the [Responsibilities for hiring a CCC venue](#) and [City Council fees and charges for libraries for 2020/2021](#)

Preference is given to non-commercial use. Rates are charged per hour.

A full list of room hire charges can be found in the [City Council fees and charges for libraries for 2020/2021](#)