

CULTURE, TOURISM & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Agenda Item 48 Appendix C

Brighton & Hove City
Council

Subject: *Libraries Fees and Charges*
Date of Meeting: CMM 7 December 2010
CTEOSC 26 January 2011
Report of: *Strategic Director of Communities*
Contact Officer: Name: **Sally McMahon** Tel: **29-6963**
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Key Decision: No Forward Plan No.
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Purpose of the report is to agree the fees and charges for Libraries Services for 2011-12.
- 1.2 Under the Corporate Fees and Charges Policy, we are required to carry out an annual review in line with the policy. We are proposing to make only limited changes to fees and charges for the coming year, because substantial changes were made two years ago and to reflect the fact that the current economic position for some residents of the City remains volatile.
- 1.3 The annual increases in income targets for inflation, together with other service pressures, will be met through a mixture of increased income from fees and charges, and improved performance in our room hire and retail offer.
- 1.4 A significant development for the coming year is the introduction of downloading services, including free e-books for loan, free digital audio-book loans, and downloading of music and film. The move to digital services will:
 - expand the range of formats available to our borrowers
 - enable people with visual impairment to have greater access to books with the ability of e-book to vary print display sizes
 - significantly reduce the cost of providing audio-books, so enable us to purchase more titles
 - expand the range of music and films available through the audio-visual subscription service by including downloading as a new option

2. RECOMMENDATIONS:

- 2.1 (1) To agree the Libraries Fees and Charges proposals for 2011-12.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS

- 3.1 As many Library Service charges are only a few pence it is not possible to increase them annually by inflation. Instead, most prices are left unchanged for a number of years until an increase in real prices can be adopted. A range of significant increases above the rate of inflation were introduced in 2008, so we are not proposing many changes for 2011 as they are still fit for purpose.
- 3.2 We are proposing the following changes to Libraries fees and charges:
- 3.2.1 Fines: We are proposing to increase the overdue charge for books returned late by adult borrowers from 15p to 20p per day. The fine rates in the region are generally slightly higher than outside the South East (Bucks have 20p and Milton Keynes 25p fines – 2010 data), and it is possible that other authorities may also have plans to increase charges for next year. (See comparison information in appendix 1) This charge acts as an incentive to borrowers to return their books on time so that they are available for others to borrow. This is particularly important as we have high numbers of reservations which could be more swiftly satisfied if books are brought back on time. There is a maximum charge of £6 per item borrowed, so the fines do not go on accumulating after 30 working days.
- 3.2.2 This charge can be avoided by borrowers if they return their books on time, or contact us by phone or online to renew their items. In order to help people avoid this charge we are introducing a new messaging system (via email) to alert borrowers in advance that their books are due back in a few days time. Fines were at the higher rate of 16p per day in 2005-6, and were reduced in 2006 to 15p to facilitate collection by keeping the amount to round figures. Please note that books borrowed by children or people with learning disabilities do not incur any overdue charges and this will remain in place for 2011.
- 3.2.3 DVDs: We are maintaining the hire cost of premium DVDs at £3.00 for a one week loan, but we are proposing to increase the hire charge for the low price DVDs (older films) from £1.50 to £2.00 for a one week loan. Brighton & Hove Libraries have been one of the few authorities that continue to collect more income on AV hire than we spend on AV items each year, and our issue figures have held steady despite the growth in digital access in this market. We estimate that for every £1 spent we generate £1.27 of income.
- 3.2.4 Inter-library loans: We are proposing to increase the charge for British Library requests and other interlibrary loans that cannot be satisfied through our own stock or that of our SELMS (South East Library Management Systems) partner authorities from £2.50 to £3.50. Out of the 1.3 million issues last year, only 615 were interlibrary loans of this sort, and we only borrow through these channels if we are unable to purchase the item for stock, or if it is a highly expensive or inappropriate

addition to our collections. This charge still only covers around 25% of the real cost of supplying this service, and is in line with charges in other authorities (see comparison information in appendix 1)

- 3.2.5 Research fees: We are proposing to increase the charges for research carried out by staff in Libraries and in the Brighton History Centre. Research requests are not carried out when the search is likely to take more than 2 hours to complete. The development of new technologies has meant an increase in the amount of information being requested and also our ability to provide a prompt reply. It has been six years since the fees have been set so a revision is overdue.
- 3.2.6 It is proposed to stop the 10 minute free search and make a proper differentiation between an 'enquiry' and 'research'. Enquiries will still be answered free of charge. The proposed charges will bring the History Centre in line with organisations with similar services within the area. This will put our charges in line with other research services in neighbouring authorities, with our new charges being £20 per hour of research for non-commercial requests, and £40 per hour for commercial requests. (See comparison information in appendix 1).
- 3.3 Commercial Income for Libraries:
Further income will be achieved through improved performance in room hire and retail sales, without putting up prices. Last year we increased our income from these commercial activities and exceeded targets: retail income was £130,591 (target £115,000) and room hire income was £63,140 (target was £59,000).
- 3.4 Comparison Information:
A table showing current Brighton & Hove Library charges in comparisons with other authorities can be seen in appendix 1. These charges reflect the position in March 2010, and it is possible that these authorities may change their charges for next year. Charges in the south east appear to be slightly higher than in authorities in other parts of the country.
- 3.5 New services and maintenance of concessionary rates and exemptions:
We are introducing new services to our borrowers so they can get even better value for money, and maintaining the comprehensive range of concessionary and exemption arrangements for disadvantaged borrowers:
- Introduction of free downloading e-books
 - Introduction of free downloading of audio-books
 - Inclusion of music and film downloading in the audio-visual subscription
 - No charges for children (fines and reservations)
 - Maintaining all of our concessionary and exemption arrangements for those with most need (low income, disability and special needs) – see end of appendix 2 for a full list.
- 3.6 Actions we will take to ensure that we achieve these targets are:

- Promote new downloading services as part of the audio visual subscription ticket, and target new audiences such as commuters
 - Continue to promote the Jubilee Library conference hire facilities which have been exceeding income targets
 - Further developing the range of merchandise sold in the Booklover store retail outlet and increasing visitor spend ratio
 - Exploit the flexible space available in Jubilee Library to promote after hours hire of the entire ground floor for prestigious events at premium rates.
- 3.7 The full list of Libraries fees and charges proposed for 2011/12 are attached as appendix 2.

4. VAT Increase:

- 4.1 The increase in VAT in January will have very minimal impact on Libraries as most VAT relates to our retail sales and so will be passed on to customers. Only services such as photocopying, printing and faxes attract VAT and the impact of the increase is estimated to be £560 p.a. based on current usage. It is anticipated that this can be covered within existing income levels.

5. CONSULTATION

- 5.1 Market research comparing our charges with other library authorities or other similar service providers has taken place.

6. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

The overall income target for the Library Service in 2011/12 is approximately £430k, of which £8k is in respect of inflationary increases. It is anticipated that this target can be achieved and surpassed by a combination of improved performance, the introduction of new services and the proposed increases in fees. It is estimated that these measures will generate additional income in the region of £60k which would be used to offset unavoidable increases in costs elsewhere within the Library service.

Finance Officer Consulted: Michelle Herrington

Date: 12 Nov 2010

Legal Implications:

There are no direct legal implications arising from the contents of this report. The Council must take the Human Rights Act 1998 into account in respect of it's actions and it is not considered that any individual's or groups' Human Rights would be adversely affected by the recommendation or contents of this report.

Lawyer Consulted: Bob Bruce Principal Solicitor Date: 9 Nov 2010

Equalities Implications:

- 6.1 The increases in Libraries fees and charges are off-set by the provision of concessionary and exemption rates for those in most need.

Sustainability Implications:

Sustainable Consumption and Production: The introduction of e-books and other downloading services will move some library usage over to more sustainable electronic formats.

Climate Change and Energy: No implications.

Natural Resource Protection and Environmental Enhancement: No implications.

Sustainable Communities: The holding of most of the Libraries fees and charges at the current level, and the maintenance of concessionary and exemption rates will enable more people to make use of Libraries facilities and services, and so contribute to the development of more sustainable communities.

Crime & Disorder Implications:

- 6.2 There are no crime and disorder implications.

Risk and Opportunity Management Implications:

- 6.3 There is a risk that the income targets for next year will not be met. This is mitigated by the plans set in place to stimulate more income through existing sources. There is an opportunity to increase income from the promotion of the new downloading services to new target audiences.

Corporate / Citywide Implications:

- 6.4 The proposals support the corporate priority to **'Reducing inequality by increasing opportunity'**. The holding of most Libraries fees and charges at the current level will enable more people, especially those most disadvantaged, to make use of Libraries services, as we are one of the few leisure and learning services that can be used at low cost or for free. Overall, the fees and charges support children and young people through the provision of mainly free services to children (no overdue charges, free special services such as Baby Boogie, Homework clubs, etc). Provision of concessionary rates for disabled people and those on low incomes, special provision for people with learning disabilities, and discount cards for people aged 60 and over, all target support for the most vulnerable in our society.

7. EVALUATION OF ANY ALTERNATIVE OPTION(S):

None considered.

8. REASONS FOR REPORT RECOMMENDATIONS

- 8.1 To set appropriate fees and charges for Libraries Services in order to meet the increased income targets resulting from inflation and service pressures.

SUPPORTING DOCUMENTATION

1. **Appendices:**
 1. Comparison authority charges
 2. Libraries Fees and Charges proposed

2. **Documents In Members' Rooms**

None

3. **Background Documents**

None

Appendix 1: Comparisons with other authorities

- Information obtained via SINTO* 2010
- DVD hire length varies between 2/3/7 days
- British Library reservation charge listed separately where known
- ? means SINTO has no information

Neighbouring authorities			
Authority	Adult fines	DVD hire	BL reservation
Brighton & Hove	15p	£3.00/£1.50	£2.50
East Sussex	17p	£3.00	£2.50
West Sussex	17p	£3.00/£2.25	£4.00
Surrey	13p	£2.00	?
SELMS consortium			
Authority	Adult fines	DVD hire	BL reservation
Buckinghamshire	20p	£2.20/£1.10	£3.50
Hammersmith & Fulham	15p	£2.00	£5.60
Kent	15p	£2.50/£1.00	£2.00
Medway	17p	£3.50/£2.50	£2.00
Milton Keynes	25p	£2.75	£3.00
West Berkshire	18p	£3.00/£2.00	£5.00
Windsor & M	16p	£2.85/£2.50	£3.00
Wokingham	17p	£2.85	£5.50
CIPFA Comparator group			
Authority	Adult fines	DVD hire	BL reservation
Bournemouth	17p	£3.00/£2.00/£1.50	£2.50
Brent	18p	£2.50	?
Bristol	15p	£3.00/£1.00	£3.00
Derby	15p	£2.50	£2.00/£5.00
Enfield	16p	£2.50/£1.50	£2.00
Hillingdon	15p	£3.00/£1.50	£3.00
Lewisham	10p	£2.50	75p

Middlesborough	12p	£2.70/£1.50	£6.25
Portsmouth	12p	£3.00/£2.00	?
Sheffield	10p	£2.00	£3.00
Southampton	10p	£3.50/£1.00	£2.50
Walsall	12p	£2.50/£1.50	?
Wolverhampton	15p	£1.50	?
York	15p	£2.50/£1.50	£5.00

* SINTO is a Sheffield based information organisation that collects and publishes statistical information on library authorities across the country.

Research Fees:

Research fees	
Current Fees in Brighton & Hove	
Research requests that can be completed in less than 10 mins	Free
Non commercial requests charged per hour or part thereof	£10.00
Commercial request charged per hour or part thereof	£20.00
Proposed	
Enquiries	Free
Non Commercial requests charged per hour or part thereof	£20.00
Commercial requests charged per hour or part thereof	£40.00

Comparable Services	
East Sussex Records Office	
Non Commercial requests charged per hour or part thereof	£20.00
Commercial requests charged per hour or part thereof	£40.00
West Sussex History Centre	
Short research service 30 mins	£15.00
Research per hour	£30.00
Surrey History Centre	
Per 1/2 hour up to 3 hours	£11.75

APPENDIX 2

LIBRARY SERVICE PROPOSED FEES AND CHARGES 2011-12

(Proposed changes are highlighted)

SUMMARY OF CHARGES:	Current	Date last changed	Proposed
RESERVATION CHARGES			
Items in stock in Brighton & Hove	50p	2008	50p
Inter-library loans from outside Brighton & Hove	£2.50	2008	£3.50
Inter-library loans from authorities in SELMS Consortium	£2.00	2009	£2.00
Print Disabled card holders – print and talking books	Free	Pre 1997	Free
Print Disabled card holders – all other materials incl AV	Half price	2008	Half price
Exempt card holders (people with learning disabilities) – All materials	Half price	2008	Free
Concessionary Card Holders	Half price	Pre 1997	Half price
LOST ITEMS - CHARGES			
Books and other resources (all members)	Replacement cost	Pre 1997	Replacement cost
Computer ticket replacement (all members)	£1.00	Pre 2000	£1.00
TALKING BOOKS CHARGES			
Spoken word recordings (abridged editions) Single Issue Fee per 3 week loan	80p	Pre 2000	80p
Spoken word recordings (unabridged editions) Single Issue Fee per 3 week loan	£1.50	Pre 2000	£1.50
Spoken word loans to Print Disabled card holders	Free	Pre 1997	Free
Spoken word loans to Exempt card holders (people with learning disabilities)	Free	Pre 1997	Free
Spoken word loans to Concessionary card holders	Half price	Pre 1997	Half price
Language courses per 3 weeks (all members)	£2.00	Pre 2000	£2.00
AUDIO VISUAL AND MUSIC CHARGES			
Annual Subscription (enabling free CD loan and half price DVDs)	£30.00	2008	£30.00
Quarterly subscription (enabling free CD loan and half price	£10.00	2008	£10.00

Appendix 2

DVDs)			
Music recordings Single Issue Fee for one week loan	£1.00	2008	£1.00
Scores per set – per month	£5.00	2002	£5.00
Video loans to adults per week	£1.00	2008	£1.00
Videos loans to children per week	£1.00	2008	£1.00
DVD loans to adults – Hire charge per week for premium films	£3.00	2008	£3.00
DVD loans to adults – Hire charge per week for other DVDs	£1.50	2008	£2.00
DVD loans to children – Hire charge per week	£1.50	2008	£1.50
All audio-visual loans to print disabled and concessionary card holders	Half price	2008	Half price
All audio-visual loans to Exempt Card Holders (people with learning disabilities)	Free	2009	Free
OVERDUE CHARGES	Current		Proposed
Books on loan to adults - overdue charge per book per day with maximum charge of £6 per loan	15p	2008	20p
Books on loan to children - overdue charge per day	No charge	2008	No charge
Videos on loan to adults and children - overdue charge per video per day	20p	2001	20p
Music CDs on loan to adults - overdue charge per CD per day – (all members)	20p	2008	20p
Toys - overdue charge per day	No charge	2008	No charge
DVDs on loan to adults – overdue charge per day – (all members)	60p	2008	60p
DVDs on loan to children – overdue charge per day	30p	2005	30p
Books and talking books on loan to print disabled card holders – overdue charges	Free	Pre 1997	Free
All loans, including loans of audio-visual material, to Exempt card holders (people with learning difficulties)	Free	2009	Free
PRINTING, COPYING AND SENDING FAXES			
All charges apply to all library users:			
Printing from IT equipment (charge per sheet)-black	10p	2002	10p
Printing from IT equipment (charge per sheet)-colour	50p	2000	50p
Photocopier charges A4 black and white	10p	2000	10p
A3 black and white	15p	2000	15p
A4 colour	£1.00	2000	£1.00
A3 colour	£1.50	2000	£1.50
Reader printer (Jubilee and Hove Libraries) per A4 sheet	50p	2000	50p
Reader printer (Brighton History Centre) per A4 sheet	80p	2006	80p

Appendix 2

Fax – sending - per page	£1.00	2001	£1.00	
Fax – receiving - per page	10p plus £2 handling charge	2008	10p plus £2 handling charge	
SUMMARY OF FEES FOR ADDITIONAL SERVICES:				
RESEARCH FEES				
Research carried out by Library staff for private individual - flat rate fee per hour, plus any online fees, copying or printing costs.	£10	Pre 2000	£20	
Research carried out by Library staff for business/commercial user - flat rate fee per hour, plus any online fees, copying or printing costs.	£20	2006	£40	
Reader printers - extended use for researchers (per ½ day)	No charge	2008	No charge	
EXHIBITIONS	Current		Proposed	
Jubilee Library – commercial hire – fee per week	£100	2008	£100	
Jubilee Library – community/council hire - fee per week	£50	2008	£50	
Hove Library – fee per week	£20	2008	£20	
Hove Library - Hire of display cabinets – fee per week per cabinet	£10	2008	£10	
Above costs are within core library opening hours. Additional Facilities Management costs apply if access required outside these hours.				
HIRE OF LIBRARY PREMISES				
- Charge per Session (other than Jubilee Library)				
Commercial hire	Morning	£60	2008	£60
	Afternoon	£60	2008	£60
	Evening	£60	2008	£60
Community/council use	Morning	£25	2008	£25
	Afternoon	£25	2008	£25
	Evening	£25	2008	£25
Suitable premises are Hangleton training room, Patcham ICT training room, Coldean ICT room, and Libraries on closed days. Hire cost includes use of all facilities including IT at no extra cost.				
Library reserves right to pass on any additional costs incurred as a result of use, e.g. cleaning.				

Appendix 2

HIRE OF JUBILEE LIBRARY CONFERENCE ROOMS AND LEARNING CENTRE			
Commercial hire – double room - full day	£575	2008	£575
Commercial hire – double room - half day	£380	2008	£380
Commercial hire – large room - full day	£320	2008	£320
Commercial hire – large room - half day	£220	2008	£220
Commercial hire - small room and learning centre - full day	£290	2008	£290
Commercial hire - small room and learning centre - half day	£180	2008	£180
Community/council use double room - full day	£400	2008	£400
Community/council use double room - half day	£290	2008	£290
Community/council use large room - full day	£220	2008	£220
Community/council use large room - half day	£140	2008	£140
Community/council use small room and learning centre - full day	£180	2008	£180
Community/council use small room and learning centre - half day	£110	2008	£110
Evening supplement for all hires per hour	£20	2008	£20
Activity space in children’s library – hire per hour	£25	2008	£25
Library main hall – available for hire	POA		POA
Hire costs (exclusive of V.A.T.) includes use of all facilities including presentation and IT equipment at no extra cost.			
Above costs are within core library opening hours. Additional Facilities Management costs apply outside these hours.			
MISCELLANEOUS			
Events and activities – while many are provided free to library users, sometimes a small charge is made to help cover costs.	Variable		Variable
Tours of Jubilee Library – (except for Brighton & Hove residents, other library authorities, and some professional colleagues, who will not be charged)	£25	2008	£25
Baby Boogie – charge per buggy regardless of number of Children	£1	2008	Free
IMAGE REQUESTS – SERVICE FEES	See separate list	2006	See separate list
REPRODUCTION CHARGES	See separate list	2006	See separate list

Appendix 2

SUMMARY OF CONCESSIONS AND EXEMPTIONS	
CONCESSIONARY CARD HOLDERS	
Concessionary cards are for people on low income or for people with disabilities . Suitable proof of entitlement is required. (See list of accepted proofs)	
Card holder entitlement:	
Audio-visual materials, talking books, - hire charges	Half price
Reservations – all materials	Half price
All overdue charges	Full price
Language courses – hire charges and overdue charges	Full price
All other fees and charges	Full price
SENIOR CITIZENS DISCOUNT SUBSCRIPTION CARD	
People aged 60 or over can purchase an audio-visual discount card that will entitle them to half price audio-visual loans. Suitable proof of entitlement is required. (See list of accepted proofs)	
Annual or quarterly subscription card entitles holder to: Free CD loans Half price DVD loans (maximum 4 items at any one time)	Half price
PRINT DISABLED CARD HOLDERS	
Print disabled cards are only available for people who cannot use standard print – e.g. people with visual impairment, or people with dyslexia, or those with a physical disability that prevents them holding a book. Suitable proof of entitlement is required. (See list of accepted proofs)	
Card holder entitlement:	
Talking books – issues and overdue charges	Free
Reservations – print and talking books	Free
Reservations – all other materials	Half price

Appendix 2

Audio-visual materials – hire	Half price
Audio-visual materials – overdue charges	Full price
Language courses – hire charges and overdue charges	Full price
All other fees and charges	Full price
EXEMPT CARD HOLDERS (PEOPLE WITH LEARNING DISABILITIES)	
Exempt cards are available for adults with learning disabilities, children with learning disabilities and special needs. Suitable proof of entitlement is required. (See list of accepted proofs)	
Card holder entitlement:	
Overdue charges - all materials	Free
Reservations – all materials	Free
Talking books – issues	Free
Audio-visual materials - hire	Free
Language courses – hire charges and overdue charges	Full price
All other fees and charges	Full price