

Derbyshire County Council

Meeting with Cabinet Member, Health and Communities

02 April 2014

Report of the Strategic Director, Health and Communities

**ANNUAL REVIEW OF CHARGES IN THE LIBRARIES & HERITAGE
DIVISION**

1. Purpose of the Report:

To seek approval from the Cabinet Member – Health and Communities for proposed charges in the Libraries and Heritage Division for 2014-2015

2. Information and Analysis:

- 2.1 Income generated from charges across libraries and heritage services is an important part of the Health and Communities budget. The total income received by the Libraries and Heritage Division from charges in 2012/13 was £574,286. This income can be broken down thus:

Libraries £545,069

Buxton Museum £17,853

Derbyshire Record Office £11,364

- 2.2 Implicit in the annual review of charges is an assumption that they will increase in line with inflation. However, this is not always practical to implement given the relative level of some charges. In addition while there is always pressure on the departmental budget to raise the proportion of income it generates from charges there is customer resistance to some increases and increasing charges could lead to a decline in use. It is therefore proposed that the majority of fees and charges levied for the Libraries and Heritage Division for 2014-2015 remain unchanged. However, a small number of changes are proposed and the most significant of these changes are detailed in the body of the report.
- 2.3 It is proposed that the charge currently levied for Inter Library Loans (ILL) is increased from £1 to £4. This charge has not changed for over 10 years and the proposed increase reflects the

significant rise in ILL charges incurred by the library service in recent years. The average cost of an ILL to Derbyshire, inclusive of postage, is £7.58. The average charge made by other library services in the East Midlands for an ILL loan is £5.38 with one authority charging £70 for an overseas loan. Funding for the loan of items from outside Derbyshire comes directly from the materials fund, which has been significantly reduced in the previous four years, and as ILL charges increase it reduces the budget available to purchase new books. Given the difficult economic climate it is preferable to maximise the budget to provide books which are available to all Derbyshire users and not just individuals. While the request service remains an important and integral part of the library service the proposed increase in the level of charge is appropriate and goes some way to reflect the true cost of providing the service.

2.4 Increasingly the Libraries and Heritage Division is moving towards the use of Multi-Functional Devices (MFDs) for all copying, printing and scanning rather than using a range of separate machines. This has enabled the Division to review the charges levied for photocopying and computer print outs and address some inconsistencies in the current levels of charges. It is therefore proposed to remove the current differential between photocopies and print outs and change the price for both to 10p per side (this change may result in a reduction in income but it is not possible to quantify this and the reduction in cost may increase the take up of the service).

2.5 Details of all of the proposed charges for the Libraries and Heritage Division for 2014 – 2015 are detailed in appendix 1. Where changes to charges are proposed the previous charge is shown in brackets.

3. Financial Considerations:

As detailed in the body of the report.

4. Legal Considerations:

All proposed charges are permitted under relevant legislation.

5. Equal Opportunity Considerations:

Concessionary rates and free internet use ensure as many local people as possible have access to the full range of the Libraries and Heritage Divisions services and resources.

6. Other Considerations:

In preparing this report the relevance of the following factors has been considered; prevention of crime and disorder, and environmental, health, human resources, property and transport considerations.

7. Background Papers:

None

8. Key Decisions:

No

9. Call in

Is it required that call in be waived for any decision on this report?

No

10. Strategic Director's Recommendation:

That the Cabinet Member, Health and Communities approves the proposed charges for the Libraries and Heritage Division, as listed in appendix 1, with effect from Monday 5th May 2014.

David Lowe
Strategic Director
Health and Communities

Health and Communities Department
Libraries and Heritage Division

Library Charges for 2014/2015

1 CHARGES FOR OVERDUE BOOKS

- a Static libraries - standard charge
10p per item per day + prevailing postage cost for each reminder sent. Maximum charge per item for each loan period £4.20.
- b Mobile Libraries - standard charge
For each visit beyond due date, 10p per item + prevailing postage cost for each reminder sent. Maximum charge per item for each loan period £4.20.
- c Static libraries - children aged 12 up to 18th birthday
5p per item per day + prevailing postage cost for each reminder sent. Maximum charge per item for each loan period £2.40.
- d Mobile Libraries - children aged 12 up to 18th birthday
For each visit beyond due date, 5p per item + prevailing postage cost for each reminder sent. Maximum charge per item for each loan period £2.40.
- e Children under 12, no charge.
- f Young people with a learning disability special educational needs or in care, 12-18, no charge
- g People 18 or over with a learning disability, no charge

2 REQUEST CHARGES

- a Books, Audio Books and Current Cost Monitors
(including subject and information request).

| | |
|---|-----|
| Standard charge | 80p |
| Individuals and their dependants in receipt of Income Support. Individuals in receipt of Employment and Support Allowance, or Job Seekers Allowance. People aged 60+, Gold Card | 50p |

holders, Mobile library users, Students in full time education.

| | |
|--|------|
| Housebound people | Free |
| Children up to 18th birthday | Free |
| People 18 or over with a learning disability | Free |
| Visually impaired people and print denied people | Free |
| Audio books | Free |
| Books | 50p |
| Books on Prescription. Prescription items only | Free |

- b For requested items borrowed from outside the County a charge of £4.00 (£1.00) will be levied to contribute to the additional cost of obtaining the item.

- c Music CD and DVD

| | |
|--|------|
| CD and DVD requests (excluding new release DVDs) | Free |
|--|------|

3 LOAN OF AUDIO BOOKS

| | |
|---|------|
| Standard charge | 65p |
| Individuals and their dependants in receipt of Income Support, individuals in receipt of Employment and Support Allowance or Job Seekers Allowance. | 40p |
| People aged 60+, Gold Card holders | 40p |
| Young people aged 0 -18 | Free |
| Housebound people | Free |
| Visually impaired people and print denied people | Free |
| People 18 or over with a learning disability | Free |

If the loan is not renewed before the due date, overdue charges will be applied as for books.

4 HIRE OF DVDs

| | Loan | Loan charge | | Overdue charge | | Max o/due charge | | First o/due |
|-----------------------|----------|-------------|------------|----------------|------------|------------------|------------|-------------|
| | Period | Full Rate | Concession | Full Rate | Concession | Full Rate | Concession | sent after |
| Premium feature films | 3 nights | £3.00 | £1.80 | £1.00 day | £0.60 day | £18.00 | £10.80 | 3 days |
| Older feature films | 1 week | £1.50 | £1.00 | £0.40 day | £0.25 day | £9.00 | £6.00 | 7 days |
| Children's & Info | 1 week | £1.50 | £1.00 | £0.40 day | £0.25 day | £9.00 | £6.00 | 7 days |
| Boxed sets | 1 week | £5.00 | £3.00 | £1.00 day | £0.60 day | £30.00 | £18.00 | 7 days |

Concessionary loan charges for DVDs apply to B-Line card holders, Gold Card holders, children and young people up to 18 with a learning disability, special educational needs or in care and people aged 18 or over with a learning disability. All housebound individuals in receipt of a library service will be able to borrow all films apart from new release feature films for a maximum period of 8 weeks free of charge.

In order to maximise income from DVDs the Library Service will occasionally arrange short term promotional hire offers e.g. 3 for the price of 2.

5 HIRE OF MUSIC CDS

Only available at Chesterfield Library, free to loan. Overdue charges will apply as for adult books i.e. 10p per day overdue up to a maximum charge per item of £4.20.

6 REPLACEMENT TICKETS

| | <u>Tkts</u> | <u>BrowneTkts</u> |
|------------------|-------------|-------------------|
| Standard Charges | £1.00 | 25p |

Charge applies to lost tickets, there is no charge for children under 12 years or people with a learning disability.

7 SALES

20% on all items sold except charities which are charged a reduced rate of 10%, plus VAT in all cases.

Recordable CDs £1.00

8 HIRE OF EXHIBITIONS SPACE

£5.00 booking charge where items are for sale.

9 FACSIMILE TRANSMISSION

Faxing Library Materials

Up to £10.00 worth of copies; 30p per sheet plus £2.00 handling charge.

Over £10.00 worth of copies; 30p per sheet plus £3.00 handling charge.

| <u>Outgoing</u> <u>Destination</u> | <u>Item</u> | <u>First page</u> | <u>Subsequent pages</u> |
|---|---|-------------------|-------------------------|
| UK, Europe, USA, Canada and the rest of the world | Documents, drawings, and the letters etc. | £1.00 | £0.50 |

Receiving Service £1.00 for first page; £0.50p subsequent pages

10 PHOTOGRAPHIC AND ELECTRONIC REPRODUCTION

Commercial publications

Standard charge per item for all commercial publications £40 (£37)

In order to maximise income staff are also able to negotiate fees with publishers.

For non-commercial publications the above charges may be waived and be replaced by donation of copies of the finished publication. The minimum number of copies to be donated is four. If more than four images are used then the number of copies to be donated should equate to the number of images used. The charges may be waived in whole or part in case of publications by local voluntary organisation or publication for distribution in the interest of local historical, or teaching or therapeutic resources in the public sector.

Where a commercial publisher is collaborating with the Libraries and Heritage Division to produce a joint publication, the fees charged to the publisher will be one-third of the rate for commercial publications.

Use by TV companies in broadcasting (per item)

| <u>Regional only</u> | <u>Networking</u> | <u>UK and Overseas</u> |
|----------------------|-------------------|------------------------|
| £95 | £125 | £225 |

In order to maximise income staff are also able to negotiate fees with broadcasting companies.

Photographic Reproductions

Personal use (not for resale) £3.50 handling and costs of prints (the cost of producing a negative, when necessary, will be borne by the library).

Where a colour photocopier and/or a scanner is available in the library, the handling charge does not apply: the customer will pay the standard charge for a colour copy.

11 SCANS, PHOTOCOPIES AND COMPUTER PRINTOUTS

A4 or A3 black and white copy or scan 10p per side

A4 or A3 colour copy or scan £1.00 per side

(If staff are requested to spend a significant amount of time making copies on behalf of a customer an additional charge of 20p per A4 or A3 sheet may be levied)

A4 or A3 black and white computer print out 10p (25p) per side

Coin operated reader/printer 45p per sheet

Staff operated reader/printer 55p per sheet

Postage and packaging charges will be levied at the prevailing rate

For all copies made for commercial purposes a fee of £10.00 per copy will also be charged.

12 HIRE OF ACCOMMODATION

Group A - Community rate and voluntary groups which are non-profit making, cultural, educational or community associated

Group B – Commercial business activities including business hiring, performances, festivals and exhibitions open to the general public and charging admission.

| Charges per hour or part of an hour | Group A £ | Group B £ |
|-------------------------------------|--------------|--------------|
|-------------------------------------|--------------|--------------|

Rate1

| | | |
|-----------------------------|------|-------|
| During normal opening hours | 6.00 | 13.00 |
|-----------------------------|------|-------|

Rate 2

Outside normal opening hours

| | | |
|------------|-------|-------|
| Weekdays: | 7.50 | 19.00 |
| Saturdays: | 9.00 | 21.00 |
| Sundays: | 10.50 | 23.00 |

| <u>Chesterfield Library Theatre</u> | Group A £ | Group B £ |
|-------------------------------------|--------------|--------------|
| <u>Rate 1</u> | | |
| During normal opening hours | 10.00 | 26.00 |
| <u>Rate 2</u> | | |
| Outside normal opening hours | | |
| Weekdays | 12.50 | 36.00 |
| Saturdays | 15.00 | 41.00 |
| Sundays | 17.00 | 46.00 |

The charges levied are exclusive of any additional costs, e.g. staffing costs identified at the time of the booking, which may be incurred by the library service.

Learning and Training Centres

Band A

Monday to Saturday during normal library opening hours £6.00 per hour (or part of hour)

Monday to Saturday for out of hours use £13.00 per hour (or part of hour)

Sunday - by negotiation with a minimum charge not less than the maximum weekly charge, exclusive of any additional costs identified at the time of the booking.

Band B

Monday to Saturday during normal library opening hours £21.00 per hour (or part of hour)

Monday to Saturday for out of hours use £41.00 per hour (or part of hour)

Sunday - by negotiation with a minimum charge not less than the maximum weekly charge, exclusive of any additional costs identified at the time of the booking.

All hire fees for Learning and Training Centres are inclusive of the use of all equipment, regardless of whether the group intend to use the equipment.

There is no charge for the hire of Learning and Training Centres by community based learning, heritage and arts organisations

Derbyshire Adult Community Education Service

A charge will be levied per session rather than per hour

- £6 per session during normal opening hours
- £7.50 per session outside of normal opening hours

13 LOST AND DAMAGED ITEMS

Books

The full current published price will be charged.

A minimum charge of £7.00 for a paperback and £15.00 for a hardback book will be made if the item is out of print and a price cannot be established.

The British Library charges a flat rate for any book borrowed from them which is lost or damaged. This charge is passed on in full to any person who loses or damages a book plus a handling charge. Any refund is limited to the refund returned by the British Library. Material borrowed from other libraries outside the county which is lost or damaged will be charged at the supplying library's replacement charge, subject to a minimum of £45 (inclusive of handling charge).

A flat rate of £4.50 will be charged for a damaged book which can be repaired by rebinding, unless that cost would be greater than the replacement cost.

A damaged book jacket will be charged at £2.00.

Charges for lost and damaged books will only be refunded if the item is returned within 1 year of being reported lost or damaged.

There is no charge for people with a learning disability.

Audio books, Sound recordings, and DVDs

The current recommended retail price will be charged for replacement copies.

A damaged audio cassette £5.00.

A damaged audio CD £5.00

A damaged CD case will be charged at 50p

A damaged DVD case will be charged at £1.00

There is no charge for children under 12 years or people with a learning disability.

14 HIRE OF MUSIC SCORE SETS AND PLAYSETS TO GROUPS

| Annual subscriptions | Annual charge for any number of loans. |
|------------------------------------|---|
| Amateur Groups Up to 20 members | £20 |
| 21 – 50 members | £50 |
| 51 – 100 members | £100 |
| 101+ members | £200 |

| Pay as you go | Charge per loan of up to 13 weeks |
|----------------------------|--|
| Up to 12 copies | £10 |
| Every additional 12 copies | £10 |
| Orchestral sets | £30 |

Loans are only made to groups that meet and perform in Derbyshire.

Request charges have been incorporated into the subscription fees.

15 LIBRARY BASED ACTIVITIES AND EVENTS

An appropriate charge may be levied to cover the cost of materials, refreshments and speakers

16 RESEARCH FEES/BUSINESS INFORMATION

For Private Use: £10.50 (£8.50)

For a search of up to half an hour plus a report on materials searched and results found.

For photocopies supplied see section 11.

For Commercial Use: £22.00 (£20.00)

For a search of up to half an hour plus a report on materials searched and results found.

For photocopies supplied see section 11.

17 BRAILLE AND OTHER TRANSCRIPTIONS (subject to copyright clearance)

| | <u>Braille</u> | <u>Large Print</u> | <u>Tape</u> |
|--|---|------------------------------|--|
| Visually impaired Library materials | Free | Free | Free, using clients cassette |
| Non-library materials | 20p per sheet £1 maximum per document | £1 maximum per document | Own cassette plus £2.00 per hour |
| Individuals, Charities, Council Departments | 20p per sheet £1 maximum per document | £1 maximum per document | Own cassette plus £2.00 per hour |
| All others | £12.00 per hour (or part) | £12.00 per hour (or part) | No facility |
| Multiple copies to be charged at all others rates. | | | |

18 CURRENT COST MONITORS

Loan period 6 weeks at a time. Overdue charges will apply as for adult books i.e. 10p per day overdue up to a maximum charge per item of £4.20.

Request charges will apply as for books.

A standard replacement charge of £45 will apply for all monitors that are damaged or lost

19 BETWEEN THE COVERS TALKS.

£30 for talks within Derbyshire

**Health and Communities Department
Derbyshire Record Office Charges for 2014/2015**

| Reprographics | |
|--|---------------|
| A4 or A3 black and white copy or scan per side | £0.10 |
| If staff are requested to spend a significant amount of time making copies on behalf of a customer an additional charge of 20p per sheet may be levied | £0.20 |
| A4 or A3 colour copy per side | £1.00 |
| Computer printouts | £0.10 (£0.25) |
| Coin operated reader/printer | £0.45 |
| Staff operated reader/printer | £0.55 |
| Certified copies of marriage and baptism certificates | statutory fee |
| Certified copies of conviction certificates | statutory fee |
| Certified copies (other) and copies provided for commercial purposes | £10.00 |
| Digital photography per document page | £4.00 |
| Supplying already scanned Tithe Map image to CD (per image) | £15.00 |
| Self-service photography – day license | £5.00 |
| Self-service photography – year license | £50.00 |

| Research and Outreach | |
|--|--------------------|
| Historical search (per half hour) | £10.50 |
| Historical search - commercial (per half hour) | £22.00 (£20.00) |
| Talks and workshops | £30.00 per session |

| Commercial reproduction | |
|--|-----------------|
| Photographic and electronic reproduction | £40.00 (£37.00) |
| TV broadcasting: regional | £95.00 |

| | |
|--|---------|
| TV broadcasting: networked | £125.00 |
| TV broadcasting: UK and overseas | £225.00 |
| In order to maximise income staff are also able to negotiate fees. | |

| Hiring of Accommodation and Equipment | |
|---|---|
| Hire of document cases (per week) | £11.00 plus delivery at prevailing County Council mileage rates |
| Failure to return showcases on agreed date (per case per week) | £33 (£46.25) |
| Hire of exhibition case (per week) | £25 plus delivery at prevailing County Council mileage rates |
| Failure to return exhibition case on agreed date (per case per week) | £75.00 |
| Room hire - group A (non-commercial) per hour during opening hours | £6.00 |
| Room hire - group B (commercial) per hour during opening hours | £13.00 |
| Room hire - group A (non-commercial) per hour - weekday outside opening | £7.50 |
| Room hire - group B (commercial) per hour weekday outside opening | £19.00 |
| Room hire - group A (non-commercial) per hour - Sat outside opening | £9.00 |
| Room hire - group B (commercial) per hour Sat outside opening | £21.00 |
| Room hire - group A (non-commercial) per hour - Sun outside opening | £10.50 |
| Room hire - group B (commercial) per hour Sun outside opening | £23.00 |

**Health and Communities Department
Buxton Museum and Art Gallery Charges for 2014/2015**

1. SCHOOL VISITS

| | |
|--|---|
| For a school visit with no museum support | Free |
| For a school visit, led by museum staff at the museum, by a Derbyshire school | £1.00 per child |
| For a school visit, led by museum staff at the museum, by a non-Derbyshire school booked through a Derbyshire educational establishment and/or staying in Derbyshire e.g. Youth Hostel Association (YHA) | £1.00 per child |
| For a school visit, led by museum staff at the museum, by a non-Derbyshire school | £2.00 per child |
| For a visit by museum staff to a school to teach using museum collections or schools library service collections, for a maximum 2 hour session, | £2 per child or £40 for classes of less than 20 + travel and traveling time |
| Inset training at the museum | Free |
| Inset training at school | £40 + Travel and traveling time |

2. LIFE LONG LEARNING PACKAGE

| | |
|--|--------------------------------|
| 2 hour handling session and guided tour of the Wonders of the Peak for learners, only available to pre-booked groups (maximum number 20) | £2 per head minimum charge £16 |
|--|--------------------------------|

3 GALLERY HIRE

During opening hours:

| | |
|---------|---------|
| Group A | Group B |
| £6.00 | £13.00 |

Gallery hire for previews outside normal opening hours
(all charges inclusive of setting up/preparation time)

| Group A | Group B |
|---------|---------|
|---------|---------|

| | |
|--------|--------|
| £16.00 | £21.00 |
|--------|--------|

Fee waived for educational establishments.

Friends of Buxton Museum and Art Gallery have free use
one evening per month.

For music and theatre productions, organisations are to
pay for any necessary performance licence.

4 SALES

Art Sales:

30% commission plus VAT on commission. This
increase will apply to all exhibitions programmed for
2008 and beyond.

Shop:

Gifts and souvenirs 110% mark up + VAT.

Books and publications 30% mark up.

5. PHOTOGRAPHIC AND ELECTRONIC REPRODUCTION

Commercial Publications

Standard charge per item for all commercial publications.£40 (£37)

In order to maximise income staff are also able to negotiate fees with
publishers.

For non-commercial publications the above charges may be waived and
be replaced by donation of copies of the finished publication. The
minimum number of copies to be donated is four. If more than four
images are used then the number of copies to be donated should
equate to the number of images used. The charges may be waived in
whole or part in case of publications by local voluntary organisation or

publication for distribution in the interest of local historical, or teaching or therapeutic resources in the public sector.

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Use by TV companies in broadcasting (per item)

| <u>Regional only</u> | <u>Networking</u> | <u>UK and Overseas</u> |
|----------------------|-------------------|------------------------|
| £95 | £125 | £225 |

In order to maximise income staff are also able to negotiate fees with broadcasting companies.

Photographic Reproductions

Personal use (not for resale) £3.50 handling and costs of prints (the cost of producing a negative, where necessary, will be borne by the Museum).

6. SCANS, PHOTOCOPIES AND COMPUTER PRINTOUTS

A4 or A3 black and white copy or scan 10p per side

A4 or A3 colour copy or scan £1.00 per side

(If staff are requested to spend a significant amount of time making copies on behalf of a customer an additional charge of 20p per A4 or A3 sheet may be levied)

A4 or A3 black and white computer print out 10p (25p) per side

Postage and packaging charges will be levied at the prevailing rate

For all copies made for commercial purposes a fee of £10.00 per copy will also be charged.

7 RESEARCH FEES

For Private Use: £10.50 (£8.50)

For a search of up to half an hour plus a report on materials searched and results found.

For photocopies supplied see section 6.

For Commercial Use: **£22.00** (£20.00)

For a search of up to half an hour plus a report on materials searched and results found.

For photocopies supplied see section 6.

8 CHILDREN'S ACTIVITIES AND EVENTS

An appropriate charge may be levied to cover the cost of materials, refreshments and speakers

9 THE DEPOSIT AND STORAGE OF ARCHAEOLOGICAL ARCHIVES.

New deposits of archaeological archives £18.10 for a box of 0.017 metres cubed. (Only paid by developers).

10 DERBYSHIRE OPEN

A charge of £5.00 for the collection of works of art, submitted for exhibition at the Derbyshire Open, outside the agreed collection time.