

DERBYSHIRE COUNTY COUNCIL

MEETING WITH CABINET MEMBER, HEALTH AND COMMUNITIES

15 March 2016

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 2016/17

2. Information and Analysis:

- 2.1 Income generated from charges across all 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 2014/15 was approximately £429,000 and can be broken down thus:

Libraries £400,000
Buxton Museum £14,000
Derbyshire Record Office £5,000

These income figures show a significant reduction from the previous year when total income was £492,000 and this trend is likely to continue particularly given the significant decline in the income received from overdue charges and the loan of DVDs (the format is gradually being replaced by alternative services e.g. internet streaming). The growing shortfall in the amount of income received increases the pressure on the total Libraries and Heritage Division budget especially when this reduction is set against the background of continuing budget reductions across the whole County Council.

- 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, as outlined above, there is customer resistance to some increases and increasing charges could lead to a decline in use thereby further reducing income. It is therefore proposed that the majority of fees and charges levied for the Libraries and Heritage

Division for 2016/17 remain unchanged, however, some changes are proposed and the key areas are highlighted below.

- 2.3 It is proposed to increase the charge for obtaining a requested item from outside Derbyshire from £4.00 to £4.50 to reflect the increased cost of obtaining the item. Increases have been made to the charges levied for photographic and electronic reproduction of material in an effort to maximize the income derived from these sources e.g. the charges levied on broadcasters. The research and copying fees for libraries, the Derbyshire Record Office and Buxton Museum have been aligned and increased to reflect the significant demands placed upon staff time and resources when dedicated research needs to be undertaken. The cost of renting the galleries at the museum has increased to reflect the improvements being made to the building. The charges for the deposit and storage of archaeological archives have been revised and aligned with the charges levied by other museums in Derbyshire. These fees are only charged to commercial developers and community organisations whose excavation is being funded by public grant (e.g. HLF).

- 2.4 Details of the charges for the Libraries and Heritage Division for 2016/17 are detailed in appendix 1 and proposed changes are highlighted.

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 Decision:

No

9. Call in

Is it required that call in be waived for any decision on this report? No

10. Officer's Recommendation:

That the Cabinet Member, Health and Communities approves the proposed charges for the Libraries and Heritage Division for 2016/17, as listed in appendix 1, with effect from Monday 04 April 2016.

David Lowe
Strategic Director
Health and Communities

Appendix 1

HEALTH AND COMMUNITIES DEPARTMENT

Library Charges for 2016/2017

1 CHARGES FOR OVERDUE BOOKS

- a Static libraries - standard charge
10p per item per day, maximum charge per item for each loan period £3.60 + prevailing postage cost for each reminder sent.
- b Mobile Libraries - standard charge
For each visit beyond due date, 10p per item maximum charge per item for each loan period £3.60 + prevailing postage cost for each reminder sent.
- c Static libraries - children aged 12 up to 18th birthday
5p per item per day, maximum charge per item for each loan period £1.80 + prevailing postage cost for each reminder sent.
- d Mobile Libraries - children aged 12 up to 18th birthday
For each visit beyond due date, 5p per item, maximum charge per item for each loan period £1.80 + prevailing postage cost for each reminder sent.
- 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

SMS and email reminders are free

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:	
Audio books	Free
Books	50p
Books on Prescription: Prescription items only	Free

- b. For requested items borrowed from outside the County a charge of £4.50 will be levied to contribute to the additional cost of obtaining the item.

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

£1.00 per barcoded ticket and 25p for mobile library ticket, 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

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, 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 £50.

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

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.

Use by TV companies in one time only broadcast (per item)

<u>Regional only</u>	<u>Networking</u>	<u>UK and Overseas</u>
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£100	£150	£250
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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 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 £
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Rate 1

During normal opening hours	6.00	13.00
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Rate 2

Outside normal opening hours

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

Chesterfield Library Theatre

	Group A £	Group B £
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Rate 1

During normal opening hours	10.00	26.00
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Rate 2

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 £8.00 for a paperback and £20.00 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.

A rate of £5.00 will be charged for a damaged book which can be repaired, 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

Research and copying service (per hour) £25

Commercial research and copying service (per hour) £50

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 £3.60 + prevailing postage cost for each reminder sent.

19 BETWEEN THE COVERS TALKS.

£30 for talks within Derbyshire

**Health and Communities Department
Derbyshire Record Office Charges for 2016/2017**

Reprographics	
A4 or A3 black and white copy or scan per side	£0.10
Computer printouts	£0.10
Coin operated reader/printer	£0.45
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
Derbyshire Record Office maps on CD	£15
Self-service digital imaging – day license	£5
Self-service digital imaging – week license	£15
Self-service digital imaging – year license	£50

Research and Outreach	
Research and copying service (per hour)	£25
Commercial research and copying service (per hour)	£50
Talks and workshops	£30.00 per session

Services to Schools	
Workshops for Teachers	£60.00, plus travel costs
Workshops for Pupils	£3.50 per head, with a minimum charge of £50 (repeated sessions on the same day £2.00 per head), plus travel costs (£30.00 per half day)
Workshop Resources – supply of CD containing the resources for a workshop	£75

Commercial reproduction, one time only broadcast (per item)

Photographic and electronic reproduction	£50
TV broadcasting: regional	£100
TV broadcasting: networked	£150
TV broadcasting: UK and overseas	£250
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
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 2016/2017**

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	£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	£40
Inset training at school	£40 + Travel and traveling time

2. LIFE LONG LEARNING PACKAGE

2 hour handling session and guided tour of the museum for learners, only available to pre-booked groups (maximum number 20)	£2 per head minimum charge £16
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3. GALLERY HIRE

During opening hours:

Group A	Group B
£10	£18

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

Group A	Group B
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£20	£28
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Fee waived for educational establishments.

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

4. SALES

Art Sales, 30% commission plus VAT on commission.

Shop, gifts and souvenirs mark up to ensure a profit of at
least 50% + VAT.

Books and publications 30% mark up.

5. PHOTOGRAPHIC AND ELECTRONIC REPRODUCTION

Commercial Publications

Standard charge per item for all commercial publications £50

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

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.

Use by TV companies in one time only broadcast (per item)

<u>Regional only</u>	<u>Networking</u>	<u>UK and Overseas</u>
£100	£150	£250

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

6. SCANS, PHOTOCOPIES AND COMPUTER PRINTOUTS

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

All other images will be provided in digital format no larger than 600dpi (default at 300dpi), or at additional cost on disk. Reprographic fees are additional to research fees unless the item is already photographed.

Standard charge £12.50 (inclusive of VAT) for supplying already digitised images for personal use per item

For images provided on disk £10 to include handling and p&p at 2nd class rate

7. RESEARCH FEES

Research and copying service (per hour) £25

Commercial research and copying service (per hour) £50

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

Fees are charged to commercial developers and community organisations whose excavation is being funded in whole or part by a public grant, e.g. HLF.

Small box (300 x 220 x 150mm) along with one A2 length drawings cylinder and one A3 folder, £150 inclusive of VAT

Large box (450 x 300 x 150mm) along with one A2 length drawings cylinder and one A3 folder, £300 inclusive of VAT

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.