

ECONOMIC DEVELOPMENT & CULTURE COMMITTEE

Agenda Item 54

Brighton & Hove City
Council

Subject: *Libraries Fees and Charges*
Date of Meeting: 10 January 2013
Report of: *Catherine Vaughan, Director of Finance*
Contact Officer: Name: *Sally McMahon* Tel: 29-6963
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Key Decision: 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 2013-14.
- 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 three 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.

2. RECOMMENDATIONS:

- 2.1 (1) To agree the Libraries Fees and Charges proposals for 2013-14.

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. Overdue fines and DVD hire charges were increased above inflation rates two years ago, so the full range of library fees and charges are still fit for purpose.
- 3.2 We are proposing the following changes to Libraries fees and charges:
 - 3.2.1 Music Scores:

Sets of music scores which vary in total from 30 to 100 are currently loaned at £10.00 per month. This is a valued but labour intensive service which realistically costs £24.50 per set for us to provide. A number of groups using this service come from outside the city. It is proposed to increase the charge to a more realistic figure of £25 per month to cover the costs, but to offer local groups within the city a discounted charge of £15 per month.

3.2.2 Inter-library loans from the SELMS consortium:

Brighton & Hove Libraries have nearly a million issues every year from our own stock; however in about 2300 cases each year we are unable to provide an item locally and so we source it from another authority.

Brighton & Hove belongs to the SELMS consortium of library authorities which is a partnership of 12 authorities from London and the South East sharing the same Library Management computer system and working together to ensure economy of scale and value for money. There is a consortium-wide charge for loans between partners and this charge is increasing to £3 this year. We offer a £1.50 concessionary rate on this charge and there is no charge for children and young people borrowing through SELMS. The actual cost to us of a SELMS loan is £5.70 and so the increase to £3 helps to cover our costs while providing good value to our customers.

3.2.3 Inter-library loans from outside the SELMS consortium:

Inter-library loans from outside the SELMS consortium are more labour intensive and incur much higher charges from participating institutions. Hence the real cost to us is £23.50 per item and it is much more cost effective for us to encourage the use of the consortium stock. Through the SELMS consortium we are able to offer our customers nearly six million items for loan, so many requests from our customers can be accommodated this way.

We wish to encourage customers to use SELMS since it is more cost-effective and will meet most of their needs. Hence we wish to increase the charge for other inter-library loans to £7 (£3.50 concessions) to provide a clear differential in pricing. We hope that this price change will reduce the number of these loans, which are currently about 500 a year.

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 targets for these commercial activities, and we achieved the target for room hire (£30,000) and exceeded the retail target (£125,000) by several thousand pounds.

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 April 2012, and it is possible that these authorities may change their charges for next year.

- 3.5 Maintenance of concessionary rates and exemptions:
We are maintaining the comprehensive range of concessionary and exemption arrangements for disadvantaged borrowers:
- No charges for children and young people (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:
- Further promote the Jubilee Library conference hire facilities which have been achieving 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.
 - Promote the hire of spaces available in community libraries to increase take up, use and income.
- 3.7 The full list of Libraries fees and charges proposed for 2013/14 are attached as appendix 2.

4. CONSULTATION

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

5. FINANCIAL & OTHER IMPLICATIONS:

- 5.1 Financial Implications:
The fees and charges have been reviewed in accordance with the Fees and Charges Policy and it is anticipated that the proposed fees and charges together with the actions detailed at 3.6 will ensure the achievement of the £0.407m income target included in the draft 2013/14 budget strategy.

Finance Officer Consulted: Michelle Herrington Date: 6th December 2012

- 5.2 Legal Implications:

The Fees and Charges Policy has been properly applied and the proposals in the report are considered reasonable and appropriate

Legal Officer Consulted: Bob Bruce Date: 17th December 2012

- 5.3 Equalities Implications:

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

5.4 Sustainability Implications:

Sustainable Consumption and Production: No implications.

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.

5.5 Crime & Disorder Implications:

There are no crime and disorder implications.

5.6 Risk and Opportunity Management Implications:

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 services to new target audiences.

5.7 Corporate / Citywide Implications:

The proposals support the corporate priority to tackle inequalities: 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.

5.8 Public Health and Wellbeing Implications:

People with disabilities receive concessionary rates and people with learning disabilities are exempt from charges.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

None considered.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 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 taken from **LISU** (LISU collects and publishes statistical information on library authorities across the country.)

- DVD hire length varies between 2/3/7 days

Neighbouring authorities					
Authority	Adult fines	DVD hire	Children & Young People's fines	Inter-Library Loans (outside consortiums)	Music score loans
Brighton & Hove	20p	£3.00/£1.50	Nil	£3.50/£1.75	£10 per set per month
East Sussex	17p	£3.50/£2.50	40p admin	£2.50	£25 per set for first three months, then +£25 per extra month
West Sussex	20p	£3.00/£2.00	Nil	£5.00	N/A
Surrey	15p	£2.00	Nil u16/4p	£3.00 + £1 per renewal	£8 per set per month / £4 for local groups
SELMS consortium					
Authority	Adult fines	DVD hire	Children & Young People's fines	Inter-Library Loans (outside consortiums)	Music score loans
Buckinghamshire	20p	£2.30/£1.20	5p	£7.00	£20/£15 per set
Hammersmith &	25p	£3.50/£1.50	Nil	£6.00	N/A

Fulham					
Hertfordshire	20p	£3.00	6p	£4.60	£7 per set per month
Kent	15p	£5.00	2p	£4.00	£10 per set per month / £4 for local groups
London Borough of Camden	30p	£2.50	Nil u12/15p	£10.00	N/A
Medway	20p	£2.50/£1.10	5p	£2.00	N/A
Milton Keynes	25p	£2.75	5p	£4.00	£11 per set
Slough	15p	2.70	2p	£4.00	N/A
West Berkshire	20p	£3.00/£2.00	Nil	£15.00	£15 per set per month / £12 for local groups
Windsor & Maidenhead	18p	£2.95/£2.60	5p	£4.80	Variable
CIPFA Comparator group					
Authority	Adult fines	DVD hire	Children & Young People's fines	Inter-Library Loans (outside consortiums)	Music score loans
Bath & NE Somerset	15p	£2.50	5p	£8.00/£5.00	£1.50 per copy
Blackpool	20p	N/A	Nil	£2.00	£5 per set of 40
Bournemouth	18p	£3.00/£2.50/£1. 50	18p	£3.00+ £3 per renewal	£18 for set of up to 40 copies + £4.50 per 10 extra copies
Bristol	15p	£3.00/£1.00	Nil	£3.50	£15 per set

Coventry	22p	£2.60	Nil u8/11p	£11.15	N/A
North Tyneside	15p	£2.80	Nil	£5.00	£25 deposit plus £3.50 charge per copy
Plymouth	13p	£3.30/£2.50	Nil u5/2p	£2.50/£1.50	£1.70 per month per copy
Portsmouth	15p	£3.00/£2.00	Nil	£10.00	£15 per set
Reading	25p	£2.60	10p	£6.00	£8 per set / £5 for local groups
Sefton	12p for first 12 days then 20p	£2.50	1p	£1.70	£2.50
Southampton	15p	£2.00	Nil	£5.00	£20 per set of 40
Southend-on-Sea	12p	£2.50	Nil	£2.60	50p per copy per 4 week period
Torbay	15p	£2.50/£2.00	Nil u16/5p	£4.00	£1.70 per month per copy
Trafford	10p	£2.00	Nil	£8.50	£40/£35/£30/£25
York	15p	£3.00	Nil u12/5p	£10.00	N/A

APPENDIX 2

LIBRARY SERVICE PROPOSED FEES AND CHARGES 2013-14

(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 and the SELMS Consortium	£3.50	2010	£7.00
Inter-library loans from authorities in the SELMS Consortium	£2.00	2009	£3.00
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
Children and young people's reservations	Free		Free
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

Appendix 2

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 DVDs)	£10.00	2008	£10.00
Music recordings Single Issue Fee for one week loan	£1.00	2008	£1.00
Scores per set – per month for groups based outside of Brighton & Hove	£10.00	2012	£25.00
Scores per set – per month for groups based in the city	£10.00	2012	£15.00
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	£2.00	2010	£2.00
DVD loans to children and young people – 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	20p	2010	20p
Books on loan to children and young people - 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 and young people – 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

Appendix 2

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
Fax – sending - per page		£1.00	2001	£1.00
Fax – receiving - per page		10p	2008	10p
		plus £2 handling charge		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.		£20	2010	£20
Research carried out by Library staff for business/commercial user - flat rate fee per hour, plus any online fees, copying or printing costs.		£40	2010	£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 for Coldean, Hangleton, Hove, Patcham and Whitehawk libraries. These libraries have good IT and other facilities which are included in the room hire.				
Commercial hire	Morning	£80	2012	£80
	Afternoon	£80	2012	£80
	Evening	£80	2012	£80
Community/council use	Morning	£40	2012	£40
	Afternoon	£40	2012	£40
	Evening	£40	2012	£40

Appendix 2

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.			
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	Free	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
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

Appendix 2

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