

# **CULTURE RECREATION & TOURISM CABINET MEMBER MEETING**

## **Agenda Item 33**

Brighton & Hove City Council

**Subject:** Libraries Fees and Charges  
**Date of Meeting:** 15 September 2009  
**Report of:** Director of Cultural & Enterprise  
**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 review the impact of the Libraries fees and charges introduced last year, and to agree the fees and charges for 2010-11.
- 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 virtually no changes to fees and charges for the coming year, because we made substantial changes only two years ago and given the difficult economic situation facing many of our library users. The annual increase in income targets for inflation will be met through improved performance in our room hire and retail services.

#### **2. RECOMMENDATIONS:**

- 2.1 (1) To agree the Libraries Fees and Charges proposals for 2010-11.

#### **3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS**

##### **3.1 Review of the impact of the changes implemented April 2009**

- 3.1.1 Only two changes were made to Libraries fees and charges last year:

- Introduction of a new category of membership for people with learning difficulties
- Removal of the charges for Baby Boogie

- 3.1.2 The introduction of the new category of membership for people with learning difficulties enabled them to access most services free of charge, including free audio-visual hire and reservations, and with no overdue charges. Charges remained in place for any lost items and hire of language courses.

- 3.1.3 From the decision taken last December until August 2009, the waiving of charges for people with learning difficulties has been done manually. Now a new category of exempt status has been created for people with learning difficulties.
- 3.1.4 Very useful support and guidance on entitlement and promotion have come from the Learning Disability Services & Learning Disability Partnership Board for adults with learning difficulties.
- 3.1.5 Similarly, a partnership is being developed with Amaze who support children and young people up to 21 with special needs that significantly affect their every day life. As a part of this, children and young people who hold Amaze's 'Compass' card will be exempt from charges. The Compass card gives the holder a range of concessions on charges at a number of services across the city.
- 3.1.6 The government definition of a learning disability as stated in the 'Valuing People' white paper (DoH 2001) is: 'Learning disability includes the presence of: A significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence), with: A reduced ability to cope independently (impaired social functioning); which started before adulthood, with a lasting effect on development.'
- 3.1.7 Entitlement to exemption from charges for people with learning difficulties is varied in one of the following ways:
- by carer/day centre verification
  - by contacting Community Learning Disability Team
  - by showing Compass Card (for children and young people up to 21) - Amaze's database of children and young people with special needs that significantly effect their everyday life

### 3.2 **Proposals for 2010 – 2011**

- 3.2.1 As most 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 increases above the rate of inflation were introduced in 2008, which makes it unnecessary to make further changes for next year. This approach will enable us to support those facing difficulties in the current economic climate, by not increasing any of our Libraries fees and charges.
- 3.2.2 We are proposing to reduce the cost of reservations for items that can be obtained from our SELMS (South East Library Managements System) Consortium partners from £2.50 to £2.00. We are introducing this reduced charge as an experiment later this year to coincide with the expansion of direct online services to library users through the Spydus system. For the first time, Library users will be able to make their own reservations online for items not in Brighton & Hove Stock but available through the regional SELMS consortium. At the moment, customers have to fill in a 'yellow card' request form by hand and give them to

library staff to process. Our proposal is to formally adopt this reduced charge from 2010-11.

### **3.3 Increased income targets through inflation**

3.3.1 The additional income targets for Libraries because of inflation will be met through our improved performance in generating income through room hire and retail sales.

3.3.2 Actions we are taking to ensure that we achieve these targets are:

- Continuing to promote audio-visual hire services to target markets such as students and young people
- Continuing 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
- Exploiting the recent reorganisation of Jubilee Library to promote after hours hire of the entire ground floor for prestigious events at premium rates.

3.3.3 Last year we exceeded our income targets for room hire, achieving around £57,000 of income compared with the target of £31,000. This increase has helped to off-set the short fall in income achieved through the hire of DVDs and CDs, which continue to fall off each year as downloading becomes more popular.

3.3.4 The full list of fees and charges proposed for 2010/11 are attached as appendix 1.

## **4. CONSULTATION**

4.1 Consultation over the implementation of the exempt membership category for people with learning disabilities took place with individuals, learning disability groups, advocates and social services, including: Learning Disability Services and the Learning Disability Partnership Board for adults with learning difficulties, and also Amaze.

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

4.3 SELMS consortium partner authorities have discussed and recommended the standard fee of £2.00 per inter-authority loan. It is hoped that all partner authorities will agree to this so that all borrowers making use of this new facility face the same charges regardless of their location.

## **5. FINANCIAL & OTHER IMPLICATIONS:**

Financial Implications:

- 5.1 In accordance with corporate policy, library service fees and charges are reviewed annually. The last general increase in charges was introduced in the 2008/09 financial year, and a further review will be required next year relating to 2011/12.

The current 2009/10 income target for the library service is £440k, including retail and room hire, and is currently forecast to be achieved. This target is likely to increase due to inflation to £449k in 2010/11.

As the report suggests, the extra income required to meet next year's target could come from further development of the conference room hire facilities and the Booklover Store. Additionally, further development and marketing of the after hours hire of the Jubilee Library ground floor (see section 3.3.2 above) should also be undertaken to realise a potentially important new stream of income

Finance Officer Consulted: Anne Silley Date: 17 August 2009

Legal Implications:

- 5.2 The proposed charges are consistent with the Libraries Plan and the Council's priorities of better use of public money and reducing inequality by increasing opportunity. There are no adverse legal implications to this report.

Lawyer Consulted: Bob Bruce Date: August 17 2009

Equalities Implications:

- 5.3 The consolidation of exemption from most charges for people with learning disabilities through the introduction of a special membership card will benefit a group of people who are particularly disadvantaged in our society.

Sustainability Implications:

- 5.4 *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 all Libraries fees and charges at the current level 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:

- 5.5 There are no crime and disorder implications.

Risk and Opportunity Management Implications:

- 5.6 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 encourage more families on low income, and more people with learning disabilities to make use of Libraries Services.

Corporate / Citywide Implications:

- 5.7 The proposals support the corporate priority to **‘Reducing inequality by increasing opportunity’**. The holding of all 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.

**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 by holding them at their current rates, and formalising the special rate for reservations of items from authorities in the regional SELMS consortium.

**SUPPORTING DOCUMENTATION**

**1. Appendices:**

Libraries Fees and Charges proposed

**2. Documents In Members’ Rooms**

None

**3. Background Documents**

None

Appendix 1

**APPENDIX 1**

**LIBRARY SERVICE PROPOSED FEES AND CHARGES  
2010-11**

<b>SUMMARY OF CHARGES:</b>	Current	Date last changed	Proposed
<b>RESERVATION CHARGES</b>			
Items in stock in Brighton & Hove	50p	2008	50p
Inter-library loans from outside Brighton & Hove	£2.50	2008	£2.50
Inter-library loans from authorities in SELMS Consortium	£2.50	-	£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
<b>LOST ITEMS - CHARGES</b>			
Books and other resources (all members)	Replacement cost	Pre 1997	Replacement cost
Computer ticket replacement (all members)	£1.00	Pre 2000	£1.00
<b>TALKING BOOKS CHARGES</b>			
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
<b>AUDIO VISUAL AND MUSIC CHARGES</b>			
Annual Subscription (enabling free CD loan and half price DVDs)	£28.00	2008	£28.00
Quarterly subscription (enabling free CD loan and half price DVDs)	£10.00	2008	£10.00

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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	£2.80	2008	£2.80
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
<b>OVERDUE CHARGES</b>	Current		Proposed
Books on loan to adults - overdue charge per book per day with maximum charge of £6 per loan	15p	2008	15p
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
<b>PRINTING, COPYING AND SENDING FAXES</b>			
<b>All charges apply to all library users:</b>			
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
Fax – sending - per page	£1.00	2001	£1.00
Fax – receiving - per page	10p plus £2 handling	2008	10p plus £2 handling

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	charge		charge
<b>SUMMARY OF FEES FOR ADDITIONAL SERVICES:</b>			
<b>RESEARCH FEES</b>			
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	£10
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	£20
Reader printers - extended use for researchers (per ½ day)	No charge	2008	No charge
	Current		Proposed
<b>EXHIBITIONS</b>			
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.			
<b>HIRE OF LIBRARY PREMISES</b>			
- 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.			
<b>HIRE OF JUBILEE LIBRARY CONFERENCE ROOMS AND LEARNING CENTRE</b>			
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



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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
<p>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.</p>			
<b>MISCELLANEOUS</b>			
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
<b>IMAGE REQUESTS – SERVICE FEES</b>	See separate list	2006	See separate list
<b>REPRODUCTION CHARGES</b>	See separate list	2006	See separate list

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<b>SUMMARY OF CONCESSIONS AND EXEMPTIONS</b>	
<b>CONCESSIONARY CARD HOLDERS</b>	
Concessionary cards are for <b>people on low income</b> or for <b>people with disabilities</b> . Suitable proof of entitlement is required. (See list of accepted proofs)	
<b>Card holder entitlement:</b>	
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
<b>SENIOR CITIZENS DISCOUNT SUBSCRIPTION CARD</b>	
<b>People aged 60 or over</b> 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
<b>PRINT DISABLED CARD HOLDERS</b>	
Print disabled cards are only available for <b>people who cannot use standard print</b> – 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)	
<b>Card holder entitlement:</b>	
Talking books – issues and overdue charges	Free
Reservations – print and talking books	Free
Reservations – all other materials	Half price
Audio-visual materials – hire	Half

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	price
Audio-visual materials – overdue charges	Full price
Language courses – hire charges and overdue charges	Full price
All other fees and charges	Full price
<b>EXEMPT CARD HOLDERS (PEOPLE WITH LEARNING DISABILITIES)</b>	
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)	
<b>Card holder entitlement:</b>	
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

