

HAMPSHIRE COUNTY COUNCIL

Officer Decision Record

Decision Maker:	Nicola Horsey, Assistant Director Community and Regulatory Services
Date:	11 March 2019
Title:	Increase in Libraries Fines and Charges from April 2019

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1. The decision:

- 1.1. To implement a revised set of Hampshire Library Service Fines and Charges for Library Customers with effect from April 2019.
- 1.2. As part of the above arrangements, to increase selected fines and service charges to bring them in line with other local authorities and to better reflect the true cost of providing these services.
- 1.3. To review all Library Service Fines and Charges annually and recommend changes which accord with inflationary rises and the real costs of providing services.

2. Reason(s) for the decision:

- 2.1. The income from fines and charges is used to support the delivery of a comprehensive and efficient Library Service as required under the Public Libraries and Museums Act 1964. Since 2016 there has been an annual review of Hampshire Library Fines and Charges.
- 2.2. The Library Service Charging Policy aims to apply charges to cover the costs associated with delivery of specialist library services. The Library Service Senior Management Team review their charges annually taking due regard for inflation, compliance with the corporate charging policy, equality of access to services as well as benchmarking with other similar Local Authorities in the rest of England and ensuring the real costs of providing these services are adequately covered. The policy retains reduced charges for vulnerable adults and children.
- 2.3. An annual benchmarking compares Hampshire fines and charges with neighbouring authorities (eg Portsmouth, Southampton, Bournemouth, West Sussex, Dorset) and comparator authorities (Kent, Essex, Surrey and Lancashire) to ensure that Library Charges in Hampshire are commensurate to the charges levied by other Library Authorities. A summary table is appended to show the Fines and charges implemented in Hampshire for the past 3 years and the proposed uplift effective in April 2019 if approved.

- 2.4 A detailed study of the Inter Library Loan service was completed in Summer 2018 to better understand the usage and the costs of providing the service. The review identified that in 2017/18 the service is used by 1,967 customers which comprise 0.9% of all active Library customers. While about 4,000 loans were placed, some were already in the Hampshire catalogue, about 400 items were purchased and 2,500 loans were fulfilled by sourcing the item from another Library Authority. In some cases, the loan could not be sourced or the customer cancelled the order.
- 2.5 Each interlibrary loan takes between 1 – 2 hours of paid staff time to search for the title, request the delivery to Hampshire, communicate with the customer and to complete the various administration tasks through to return of the item. Post and packing costs are incurred by the Library Service. A national and international catalogue subscription is purchased to search for the title across UK libraries and overseas library authorities. Many different terms and conditions of service are offered, and the Hampshire library staff will source the title from the cheapest supplier. The full costs to include indirect costs such as a contribution to the library management, building costs and the library van delivery service are estimated to be £60 for each national interlibrary loan and £100 for international loans.
- 2.4. A study of the library customers that used the ILL service confirmed that only 4% of ILL customers lived in the 20% most deprived areas in Hampshire and the majority of ILL customers were professionals and retired people living in Hampshire towns that can afford to pay for this specialist and highly valued service - details are included in the EIA appended to the report. Consequently, it is recommended that the ILL charges are increased significantly from April 2019 to reduce the subsidy made by the Library Service and so that customers will pay over 50% of the costs incurred. If approved, the costs of a UK ILL will increase from £4 to £20 and for international loans from £15 to £40 with further increases in 12 months' time.

3. Other options considered and rejected:

- 3.1. Retaining the existing level of fines and charges would not reflect the full costs associated with the delivery of some services and may affect the sustainability of others.
- 3.2. Uplifting the full range of fines and charges would be in direct conflict with the aim to promote access and usage of library services, particularly by vulnerable groups on low incomes.

4. Conflicts of interest:

- 4.1 None

5. Dispensation granted by the Head of Paid Service:

5.1 None

6. Supporting information:

- [Equality Impact Assessment](#) (attached separately)
- [FAQs for Library Staff and Customers](#) (attached separately)
- Summary table of all proposed changes – see next page

Approved by:

Date:

11 March 2019

(Nicola Horsey, Assistant Director Community and Regulatory Services)

On behalf of the Director of Community, Culture and Business Services

Table to summarise changes to Library Fines & Charges effective April 2019:

Library Service	Charge 2016/17	Charge 2017/18	Charge 2018/19	Charge 2019/20
Adult member late fee	15p per day (Maximum £6)	20p per day (Maximum £6)	20p per day (Maximum £6.60)	25p per day (Maximum £6.75)
Child member late fee	5p per day (Maximum £0.40)	5p per day (Maximum £1.00)	5p per day (Maximum £1.25)	5p per day (Maximum £1.25)
Adult reservation fee	£0.50	£0.70	£0.70	£1.00
Child reservation fee	£0.10	£0.10	£0.10	£0.10
Music CDs hire charge	£1	£1	£1	£1
DVD hire charge	£1 or £2	£1 or £2	£1 or £2	£1 or £2
Audiobook hire charge	£0.60	£1.00	£1.25	£1.50
Audiobook annual membership	£20	£20	£20	£20
Replacement Library card	Free	One free & £1 thereafter	£1	£1
Language pack	£1	£1	£1	£1
UK Inter library loan (ILL) (inc British Library loans)	£2.50	£3.50	£4.00	£20.00
Renewal of Inter Library Loans	£2.50	£3.50	£4.00	£5.00
International Inter Library Loans	£10.00	£15.00	£15.00	£40.00
Music Group Annual Membership	£10.00	£15.00	£20.00	£20.00
Orchestral set loan	£15 for 9 months	£25.00 for 9 months	£25.00 for 6 months	£10 per month
Vocal set loan (20 copies)	£7.50 for 9 months	£12.50 for 9 months	£12.50 for 6 months	£12.50 for 3 months
Reading and Drama Set Annual Membership with up to 10 copies of a title 12 times a year	£15.00 for Reading membership and £1 hire	£15.00 for Reading membership and £1 hire	£20.00 – Single membership for reading	£20.00 – Single membership for reading & Drama sets

	charge for Drama Sets	charge for Drama Sets	& Drama sets	
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