

Changes to Library Charges Implementation 8th January 2018

Frequently Asked Questions

1) When do these changes come into effect?

The changes to charges will apply from Monday 8th January 2018.

2) Why does the library service make charges?

Income from charges and hire fees contribute to the running costs of the library service.

3) How frequently are the charges changed?

Library charges are reviewed each year. We have not implemented any changes since June 2014.

4) What changes are being made to fines?

We are increasing Adult overdue charges by 5p per day. Adults previously paid 20p per day, this will increase to 25p per day with a maximum fine of £9.25.

We are not proposing any increase to children's fines.

5) How can you avoid overdue fines?

You will be able to any avoid a charge if you return or renew books within due dates. We send out pre-notification emails before the return date so you can return or renew the books before incurring fines. You can also renew your books 24/7 by using the Library App or website. Alternative ways of renewing are by telephone or within a library.

In order to avoid large charges on children's book please ensure you take children's books out on a child's ticket. Any books issued to an adult ticket will incur adult fines.

6) What changes are being made to Adult Audiobooks?

We are increasing the hire charge for Adult Audiobook CDs by 20p per item borrowed. Adults previously paid £1.30 per loan and this will increase to £1.50 per loan. We are not proposing any increase to children's audio.

7) Why are we increasing the hire charge?

Income gained from Adult Audiobooks is declining due to the popularity of our e-audio stock. We believe a small increase in these items will help offset the increased cost of purchase. There are exemptions in place to offset the cost of borrowing Adult Audiobook CDs, please speak to a member of staff to see if an exemption applies to you.

8) Are there any charges that we are not changing?

There will be no increase to the following items:

- DVD hire
- Music CD hire
- Photocopying & printing
- Inter Library Loan fees
- Reservations

9) What changes are being made to replacement library cards?

Lost library cards were previously charged at £1.50 per card (free with crime number). We are reducing the cost of these replacements. Adults will pay £1 per card and children will pay 50p per card. Replacement cards will be free with a crime number evidencing theft.

10) Why are we reducing the cost of the replacement cards?

We reintroduced a charge for library cards in 2014, however, we believe a reduction in cost would be beneficial as feedback from customers is that the charge is high. We ask customers to use their library card for interactions with us and we believe that a reduction in cost will help more customers replace their card.

11) Changes to charges for Music Scores & Drama Sets

We are proposing some changes to the hire of music scores and drama sets to performing groups. These increases help us offset the costs of sustaining the service, which is not part of our statutory offer but which is valued by the music community. The changes we are proposing to introduce are:

- A new charge for customers who come into Gloucester Library and select music sets off the shelf. This has previously been free but the processing of music sets is labour intensive as staff are required to check that all copies are complete and that any marks on the scores have been removed. It also reflects the high cost of buying music sets. The proposed charge is half the cost customers who reserve a music set pay.
- An increase in the charge for the hire of all music sets as these were not changed in 2014 and the processing of music sets is labour intensive. This increase will help offset the cost of purchasing Music sets.
- We are introducing tighter regulations on cancellations as it is not unusual for a group to cancel a request when it has actually been sourced and delivered to one of our libraries.

Full changes to Music charges are laid out below:

Type	Current Charge	Proposed charge
Chamber Music Set	£8 for up to a 3 month hire	£10 for up to a 3 month hire (reserved) £5 for up to a 3 month hire (off shelf)
Part Song	£8 for up to 40 copies for up to a 3 month hire	£10 for up to 40 copies for up to a 6 month hire (reserved) £5 for up to a 6 month hire (off shelf)
Choral Music	£10 for up to 40 copies for a 6 month hire for performances within Glos £20 for up to 40 copies for up to a 6 month hire for performances outside Glos	£15 for up to 40 copies for up to a 6 month hire for performances within Glos £7.50 for up to 40 copies for up to a 6 month hire off shelf for performances within Glos £25 for up to 40 copies for up to a 6 month hire for performances outside Glos £12.50 for up to 40 copies for up to a 6 month hire off shelf for performances outside Glos
Orchestral sets	£10 for up to a 6 month hire for performances within Glos £20 for up to 6 month hire for performances outside Glos	£15 for up to a 6 month hire for performances within Glos £7.50 for up to a 6 month hire off shelf for performances within Glos £25 for up to a 6 month hire for performances outside Glos £12.50 for up to a 6 month hire off shelf for performances outside Glos
Inter Library Loan (Orchestral Sets)	£15 for up to a 6 month hire for performances within Glos £25 for up to a 6 month hire for performances outside Glos	£20 for up to a 6 month hire for performances within Glos £30 for up to a 6 month hire for performances outside Glos No out of country
Inter Library Loan (Choral Music)	£20 for up to 40 copies for up to a 6 month hire for performances within Glos £40 for up to 40 copies for up to a 6 month hire for performances outside Glos	£25 for up to 40 copies for up to a 6 month hire for performances within Glos £45 for up to 40 copies for up to a 6 month hire for performances outside Glos No out of country

Customers order or select sets in advance so these increases would only be applied to **new reservations or selections placed after 8th January 2018.**

12) New charge for use of Public Access PCs by non-members

In line with some other authorities we are introducing a charge for visitor / guest use of the Public Access Computers. The charge will be £1.00 per hour up to a maximum of 2 hours. Any part hour will be charged at the full hour's cost. Use of public access PCs will remain free for library members who live, work or study in Gloucestershire and for any vulnerable groups such as homeless people or job seekers.

13) Do Gloucestershire Library members have to pay to use the Public Access Computers?

Use of the public access PCs remains free for library members (up to a maximum of 2 hours per day). Customers who live, work or study in Gloucestershire are encouraged to become members and therefore avoid paying for PC use. Joining the library is free and we only need proof of address and ID, you can join online line at www.gloucestershire.gov.uk/libraries or in any local library.

If a person of any age does not have the required documentation to become a member, staff will work with them to allow them access to the services they need, in particular free access to the internet.