



## Richmond Hill Public Library Board

# FEES AND SERVICE CHARGES POLICY

### 1.0 Purpose and Scope

Richmond Hill Public Library Fees and Service Charges Policy is intended to consolidate all aspects of RHPL policies regarding fees and service charges. More information regarding each section of this policy can be accessed in the five related policies cited at the end of the document.

### 2.0 Library Membership

There is no charge for membership with the Richmond Hill Public Library to those who live, work, attend school or own property in Richmond Hill or any of the York Public Libraries Partnership (YRPLP) – Aurora, East Gwillimbury, Georgina, King Township, Markham, Newmarket, Vaughan, and Whitchurch-Stouffville.

The annual membership fee for those who do not live, work, attend school or own property in Richmond Hill, or a YRPLP municipality is \$60.00 per person.

Replacement cost for a lost or damaged membership card is \$2.00.

### 3.0 Fines

Fines or overdue charges are applicable to all circulating materials and are levied as follows:

### **Children's Material**

- \$0.25 per day per item
- \$5.00 maximum per item

### **Adult Material**

- \$0.30 per day per item
- \$5.00 maximum per item

### **Book Express**

- \$1.00 per day per item
- \$5.00 maximum per item

### **DVDs/Videos**

- \$2.00 per day per item
- \$5.00 maximum per item

### **iPads**

- \$1.00 per hour per item
- \$5.00 maximum per item

Customers of the Visiting Library Service and customers with Special Needs Status are not charged fines but will be charged for lost or damaged materials.

#### **4.0 Lost and Damaged Materials**

Customers are responsible for library materials checked out on their record.

The charge for lost or damaged materials is based on the full replacement cost including the cost to acquire, catalogue and process the item. HST will be applied to all non-print material including kits.

A non-refundable \$5.50 plus HST processing fee will be collected for each item.

Replacement copies in lieu of payment are not accepted.

#### **5.0 Copying of Material/Printing**

Richmond Hill Public Library adheres to the laws of Canada governing the copying of all materials. The Library retains a copying license for public libraries through Access Canada, a non-profit organization formed and run by Canada's leading associations of creators and publishers. The Library operates within the terms and conditions of this license and makes every effort to ensure customers and staff do likewise.

Use of photocopiers to reproduce all or a substantial part of work protected by copyright is governed by the Canadian Copyright Act. Copying of a work or a substantial part of a work protected by a copyright requires the permission of the copyright owner. No parts of some work, such as music, can be copied without permission. However it is not an infringement of copyright to "deal fairly" with some works for the purpose of private study, research, criticism, review or newspaper summary. The responsibility of determining whether permission is required, and then obtaining permission, is that of the person making the copy and the Richmond Hill Public Library. Staff will neither participate in nor condone infringements of copyright. The Copyright Act is available at service desks should further information be required.

Printing is available from photocopiers, laser printers and the microfilm/microfiche readers. The costs are as follows:

- \$1 for copy card
- Black and white printing is \$0.15/page
- Colour printing \$.40 /page
- Scanning \$.05 /page

## **6.0 Interlibrary Loans**

Customers are responsible for the replacement of lost and damaged materials consistent with the policies of the lending institution. A non-refundable processing fee of \$5.50 plus HST will be collected for each lost or damaged item. Outstanding balances for these charges will be reflected on the customer's record and RHPL policies regarding delinquent accounts will apply.

## **7.0 York Region Bus Passes and Ticket Sales**

Richmond Hill Public Library acts as a Sales Agent for York Region Transit Commission. Prices for YRT bus passes and tickets are set by York Region Transit Commission. All refunds and exchanges must take place through YRT Head Office, not at any library site.

## **8.0 Program Registration**

Fees for programs are determined on an individual basis, with the intent of recovering the cost for external resource people and materials. Programs primarily intended for those 15 years and older will be subject to HST.

An administration fee of 20% will be charged for each requested registration fee refund. If applicable program fees are less than \$5.00 no refund will be issued.

No refunds will be issued after a program has started.

## 9.0 Meeting Room Rental Fees

Meeting rooms may be rented by groups or organizations for meetings, workshops and seminars in a 3-hour block or part thereof at the following rates, plus HST:

### 9.1 Non-Profit Groups

<b>Library</b>	<b>Room</b>	<b>Rental Fees</b>	<b>Additional Time</b>
Central	A or B	\$48.70 per 3-hour block or part thereof	\$16.20 per hour
Central	A & B combined	\$64.90 per 3-hour block or part thereof	\$21.60 per hour
Central	C	\$32.45 per 3-hour block or part thereof	\$10.80 per hour
Oak Ridges		\$32.45 per 3-hour block or part thereof	\$10.80 per hour
Richvale		\$32.45 per 3-hour block or part thereof	\$10.80 per hour

### 9.2 Commercial Groups

<b>Library</b>	<b>Room</b>	<b>Rental Fees</b>	<b>Additional Time</b>
Central	A or B	\$97.45 per 3-hour block or part thereof	\$16.20 per hour
Central	A & B combined	\$113.70 per 3-hour	\$21.60 per hour

		block or part thereof	
Central	C	\$64.90 per 3-hour block or part thereof	\$10.80 per hour
Oak Ridges		\$64.90 per 3-hour block or part thereof	\$10.80 per hour
Richvale		\$64.90 per 3-hour block or part thereof	\$10.80 per hour

Refunds for prepaid bookings will be issued, less a 20% Administrative Fee if the cancellation is made at least seven (7) days before the booking date.

Cancellations made within seven (7) days of the booking will be non-refundable.

#### **10.0 Filming and Photography in the Library**

Richmond Hill Public Library allows commercial filming and photography in the Library provided there is no disruption of library service or cost to the library and that the library's image and reputation are preserved.

Fees for such use are as follows:

- \$541.20 plus HST non- refundable Administration Fee payable in advance at the time of application
- \$1,623.65 plus HST per calendar day (or part thereof)

RHPL may reduce or waive the fee for non-commercial production agencies and public broadcasting institutions producing educational and public interest programs, including documentaries.

### **11.0 Returned (N.S.F.) Cheques**

There is a \$43.00 service charge on N.S.F. (non-sufficient funds) cheques received as payment for Library fees or services. The replacement payment must be cash, money order, certified cheque, debit card, Visa or MasterCard.

### **12.0 Proctoring**

Examination proctoring is offered at Central Library for a fee of \$40.00 plus HST. The Library accepts no responsibility for any charges involved in proctoring such as photocopying or mailing charges. Any such costs are borne by the student taking the exam and must be paid before the exam commences.

### **13.0 Collection Agency**

The Richmond Hill Public Library utilizes a third party Collection Agency for customers who have overdue, unpaid bills on their account. A non-refundable fee of \$20 is levied on any customer account sent to the Collection Agency.

### **14.0 Related Policies**

1. RHPL Circulation Policy (April 2018)
2. RHPL Payment and Refund Policy (April 2018)
3. RHPL Filming and Photography Policy (April 2018)
4. RHPL Meeting Room Rental Policy (April 2018)
5. RHPL Proctoring Policy (April 2018)

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<b>Dates</b>	<b>Motion #</b>
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