

**6 February 2020****Agenda Item:4****REPORT OF THE SERVICE DIRECTOR, PLACE AND COMMUNITIES****FEES AND CHARGES 2020/21 FOR LIBRARIES, ARCHIVES AND  
INFORMATION****Purpose of the Report**

1. To seek approval for the revision of fees and charges within the Libraries, Archives and Information Service for 2020/21.

**Information****Background**

2. Fees and charges for the Service are reviewed annually, and usually they are increased by the rate of inflation unless market forces and/or price sensitivity or performance suggest otherwise.
3. Some charges are influenced by external organisations, for example the British Library and the General Register Office.
4. Fees and charges agreed by Committee are included in the contractual arrangements with Inspire. Charges are proposed by Inspire and approved by the County Council.

**Current Position**

5. The service is continuing to focus on improving the customer experience and ensuring consistency across all service points. Feedback from customers, staff and observation by managers concludes that a straight forward charging structure is good for customer care, reduces administrative workload and results in higher levels of collection.
6. It is proposed that no significant changes to charges are made during 2020/21. A detailed review of income and charges will be undertaken during 2020.
7. The budgeted level of income scheduled for 2019/20 amounts to a target of £182,000 for fees and charges excluding room hire and £355,000 for room hire.

## Proposals

8. Libraries: The new charges proposed are listed in **Appendix 1**.

- a) Small increases in costs of earphones to reflect increased purchase prices.
- b) Removal of the gallery hire charge at Retford Library to reflect the local competition and the standard of the space.
- c) To clarify the charge for the replacement of lost/damaged books. This has not been specified before in the charges, and has been operated on the basis on custom and practice

9. Archives: The new charges proposed are listed in **Appendix 2**.

- a) Increases in copying charges, postage charges, enquiries and research services and group visits/ talks have been adjusted to allow for increased staff costs.
- b) Certified copies are in line with the Church of England Table of Parochial Fees as prepared by the Archbishop's Council.
- c) Removal of single frame option for use of own camera.
- d) Removal of the charge for microfiche copies of existing master fiche or new fiche from originals, as no orders have been received during 2019, and associated postage and handling costs.
- e) Removal of the option of responding to basic enquiries related to collections for free, as this caused customer confusion, and is a service that is routinely provided free of charge anyway.
- f) Increase of translations and transcription costs to cover the hourly rate of conservators.
- g) Removal of reproduction fee for internal commercial decoration as this was found to be too specific.

## Other Options Considered

10. Within the limitations of what public libraries are legally allowed to charge for, all options for increasing income without creating barriers to the access to Library and Archive services have been considered.

## Reasons for Recommendation

11. The full schedule of proposed fees and charges as detailed in **Appendices 1 and 2** (changes shown in bold type) will allow the service to generate income and recover costs in line with its position and overall Council policy.

## Statutory and Policy Implications

12. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty,

safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Financial implications**

13. The revised level of charges is based on the required income levels for the service. Individual charges are itemised in **Appendices 1 and 2**, with previous charges presented for comparison.

### **RECOMMENDATION/S**

- 1) That the fees and charges set out in **Appendices 1 and 2** are approved for 2020/21, with implementation from Wednesday 1 April 2020.

**Derek Highton,  
Service Director, Place and Communities**

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### **Constitutional Comments (LW 08/01/2020)**

14. Communities & Place Committee is the appropriate body to consider the content of the report.

### **Financial Comments (SES 08/01/2020)**

15. The financial implications are set out in the report and detailed in **Appendix 1**.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

### **Electoral Division(s) and Member(s) Affected**

- All