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Corporate Report

Clerk's Files

Originator's
Files



DATE: November 23, 2010

TO: Chair and Members of Budget Committee
Meeting Date: December 13, 2010

FROM: Paul Mitcham, P. Eng., MBA
Commissioner of Community Services

SUBJECT: **Review of Library Fines and Fees**

RECOMMENDATION: That pursuant to Section 397 of Part XII of the *Municipal Act, 2001 as amended*, the Library fines and charges set out in Resolution 26:10 of the Mississauga Public Library Board, identified in Appendix 1 of the report dated December 13, 2010, from the Commissioner of Community Services, be received, and that these fine and fees rates become effective January 3, 2011.

BACKGROUND: The library regularly reviews its fines and fees structure to ensure that it reflects current borrowing trends, practices elsewhere and maximizes revenues for the library's operations. Past practice has been that fees and fines are adjusted every two years. The cycle of review has been adjusted to coincide with the Library's Business Plan and Budget cycle.

COMMENTS: A recent review of nine large Canadian public library systems and nine local GTA library systems indicates that the Library's fines and fees are at the higher end of the range. In some cases, such as with DVD overdue fines, the Mississauga Library System (MLS) ranks the highest.

As a result, several minor adjustments of fines and fees to bring the

Library more in line with other libraries are recommended and were approved by the Mississauga Library Board on November 17, 2010.

In addition to rates that reflect practices elsewhere, adjustments were made to provide a more simplified rate structure, an advantage for both customers and staff.

The following fines and fees will be adjusted:

- Daily overdue fine for DVD/Video Games/ Lightning Loans – from \$2.25 to \$1.00
- Maximum overdue fines – from \$8-\$25 to \$10 for all formats
- Replacement Card – from \$5 to \$2
- Non-resident Card – from \$70 to No Charge for Ontario residents.

Appendix 2 contains the full schedule of Library fines and fees, including the changes.

In terms of non-resident fees, there has been an almost 30% decline in requests for this card over the past several years. The Library currently has 67 paid non-resident card holders, down from 235 in 2006. The recommendation is to remove this fee. This is consistent with the present practice of providing a free library card to any non-resident who works, owns a business, or goes to school in Mississauga. Both Oakville and Brampton do not charge for non-resident library cards.

FINANCIAL IMPACT: The changes to the Library's fines and fees are minor in nature and are not expected to negatively impact revenues. The declining fines revenue trend is expected to continue in coming years due to improvements in technology allowing customers to renew materials online and receive earlier notification of overdue items.

CONCLUSION: The library offers excellent service and a wide variety of materials to meet the needs of all citizens of Mississauga. Fees represent excellent value for services and meet customer needs. Overdue fines are incurred by a minority of customers and can be avoided. Convenient options to review records and to renew materials are available to customers 24 hours a day online, or by telephone during library hours.

All locations allow after hours return of materials.

The Mississauga Public Library Board approves all library fees and fines as per the Public Libraries Act and these Library's fees and fines are presented to Council for its information.

ATTACHMENTS:

Appendix 1: Mississauga Public Library Board Resolution 26:10

Appendix 2: Schedule of Library Fines and Fees



Paul A. Mitcham, P.Eng, MBA
Commissioner of Community Services

*Prepared By: Debbie MacDonald, Manager of Shared Services,
Mississauga Library System*

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BUDGET COMMITTEE
DEC 13 2010

APPENDIX 1

Mississauga Public Library Board Resolution 26:10

On motion by H. Relf, seconded by B. Hutchinson, that the changes to the fees and fines in Appendix 1 of the report dated November 9, 2010 be approved and that these changes be effective commencing January 3, 2011. CARRIED

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BUDGET COMMITTEE
DEC 13 2010

APPENDIX 2

Mississauga Library System
FINES and FEES SCHEDULE
Effective January 2011

	Current	Proposed
Fines/Material Type	Daily \$	Daily \$
All Material except as below	0.35	0.35
	Max. 14.00	Max. 10.00
Magazines/Paperbacks/Videos	0.35	0.35
	Max. 8.00	Max. 10.00
DVD's/ Video Games	2.25	1.00
	Max. 14.00	Max. 10.00
Lightning Loans	2.25	1.00
	Max. 25.00	Max. 10.00
Fees		Price \$
Forgotten Card	1.00	1.00
Replacement Card	5.00	2.00
Non-resident Card	75.00	No Charge
Lapsed Hold Pickup	2.00	2.00
Print Copy Cards	1.07	1.00
Printing	0.16	0.15
Program Special Events - (age 14 & under)	variable rate	variable rate
Program Special Events - (age 15 & older)	variable rate	variable rate
Program Storytimes for Children	15.00	15.00
Reserve a Computer Temp (1 day)	1.00	1.00
Reserve a Computer Temp (1 week)	5.00	5.00
Reserve a Computer Temp (1 month)	15.00	15.00
Art Display rental	75.00	75.00
Collection Agency Fee	12.80	12.80
Commercial Advertising - Six Months	250.00	250.00
Community Partner Program - Annual	30.00	30.00
Exam Procter	23.36	25.00
Souvenirs		
Book bags	4.43	5.00
USB Keys	10.62	10.00
Heritage Books	25.00	25.00

HST added where applicable.