

APPENDIX 4: LIBRARIES FEES & CHARGES BENCHMARKING INFORMATION V SELPIG BASED ON 2014/15 FEES

Income stream	Rank (out of 7)	London Borough of Southwark	London Borough of Croydon	London Borough of Greenwich	London Borough of Lambeth	London Borough of Lewisham	London Borough of Bexley	London Borough of Bromley
Books Loan Period	Joint	3 weeks	4 weeks	3 weeks	3 weeks	3 weeks	3 weeks	3 weeks
Books (late returns) Adults	Charge: 4 Max fee: Joint 3	25p per day (max £10)	20p per day (max £5)	£0.20 per day	£0.25 per day (max £3)	£0.20 per day (max £10)	32p per day (max £15); reminder £1.35 letter or £1email	25p per day (max £17.50)
Books (late returns) Child	1	No fine	25% £0.05/£0.20pd (max 50P)	N/A	0% Free U16s	0% free U14s	Reminder notice	0% Free
Books (late returns) CONCESSION	1	No fine; Vis, Dis	100% £0.20 per day (max only £0.50)	N/A	0% Free 60+	50% £0.10 per day (Max £5) 60+	No concession	100% £0.25 per day (Max £16.10)
Books (Lost Stock)	2	Replacement cost	Cost price - 10%	Replacement cost	Full price up to 2yr/ 50% 2-5 yr / 25% 5 yrs+	Current cost	Replacement cost + 25% admin charge	Rep. cost with allowance for Depreciation. Discretion of Librarian
Spoken word/Language courses - Loan Period	Joint 2	3 weeks	4 weeks	3 weeks	3 weeks	3 weeks	3 weeks	3 weeks
Spoken word/Language courses hire charges - Adults	3	£1.00	£0.50 1-4/£1.10 5+ /£2.20 CDS/ £5.10 12wk: lanaguage course	Free	Free	Free	£2.15	£2.55
Spoken word/Language courses hire charges - Children	Joint 1	Free	Spoken word free / £5.10 lang courses [children's stock free]	Free	Free	Free	0% Free	£0.40
Spoken word/Language courses hire charges - Concession	Joint 1	Free	100% £0.20 per day (max only £0.50)	Free	Free	Free	0% Free: Vis, Dis, PDif	0% Free: Vis
Spoken word/Language courses (late returns) - Adults	Charge :Joint 2 Max fee: Joint 3	25p per day (max £10)	20p per day (max £5)	£0.20 per day	£0.25 per day (max £3)	£0.20 per day (max £10)	32p per day (max £15 per item); reminder £1.35 letter or £1email	25p per day (max £17.50)
Spoken word/Language courses (late returns) - Child	1	No fine except Lang	25% £0.05/£0.20pd (max 50P)	N/A	0% Free U16s	0% free U14s	£1.35 Reminder notice	5p per day (max £8)
Spoken word/Language courses (late returns) - Concession	1	No fine; Vis;Dis (except Lang)	100% £0.20 per day (max only £0.50)	N/A	0% Free 60+	50% £0.10 per day (Max £5) 60+	No concession	100% £0.25 per day (Max £16.10)
Spoken word/Language courses -(Lost stock)	Joint 2	Replacement cost	Cost price - 10%	Replacement cost	Full price up to 2yr/ 50% 2-5 yr / 25% 5 yrs+	Current cost	Replacement cost + 25% admin charge	Rep. cost with allowance for Depreciation. Discretion of Librarian
E-Books LOAN Period	-	N/A	3 weeks (Overdrive)	Overdrive (Various)	N/A	Overdrive	Overdrive	Overdrive
e-books (Hire charge) Adult	-	N/A	Free (adobe &EPUB ebooks; WMA &MP3 audio books)	Free	N/A	Free	Free	Free
e-books (Hire charge) Child	-	N/A	Free (Hire fee or deposit for reading device - N/A)	Free	N/A	Free	Free	Free
e-books (Hire charge) Consession	-	N/A	Free	Free	N/A	Free	Free	Free
e-books (late returns) Adult	-	N/A	Free	N/A	N/A	N/A	N/A	N/A
e-Books (Lost Stock)	-	N/A	Free	N/A	N/A	N/A	N/A	N/A
Music CDs LOAN Period	Joint 4	1 week	4 weeks	1 week	2 week	3 week	3 weeks	3 weeks
Music CDs (Hire Charge) - Adults	1	£0.40	£1.20 single / £2.50 set	£0.70	£1.00	£1.25 single CDs and CD sets	£1.50	£1.30
Music CDs (Hire Charge) - Child	2	100% £0.40	100% £1.20 single / £2.50 set	0% Free	100% £1.00	100% £1.25 single CDs and CD sets	N/A	100% £1.30
Music CDs (Hire Charge) - Concession	3	100% £0.40	0% Free :VIS	57% £0.40; OAP, Stu, Vis, Ben	100% £1.00	100% £1.25 single CDs and CD sets	100% £1.50	0% Free
Music CDs (late returns) - Adults	Charge: Joint 2 Max fee: Joint 3	25p per day (max £10)	20p per day (max £5)	£0.20 per day	£0.25 per day (max £3)	£0.20 per day (max £10)	32p per day (max £15 per item); reminder £1.35	25p per day (max £17.50)
Music CDs (late returns) - Children	Charge: 3 Max fee: 6	100% 25p per day (max £10)	25% £0.05/£0.20pd (max 50P)	N/A	0% Free U16s	0% Free	No child Loan	5p per day (max £8)
Music CDs (late returns) - Concession	Charge: Joint 2 Max fee: Joint 3	100% 25p per day (max £10)	100% £0.20 per day (max only £0.50)	N/A	0% Free 60+	50% £0.10 per day (Max £5) 60+	No concession	100% £0.25 per day (Max £16.10)
Music CDs (LOST stock)	Joint 2	Replacement cost	Cost price - 10%	Replacement cost	Full price up to 2yr/ 50% 2-5 yr / 25% 5 yrs+	Current cost	Replacement cost + 25% admin charge	Rep. cost with allowance for Depreciation. Discretion of Librarian
Blu-ray hire charges - Adult	-	£3.50 / £1.50 older	N/A	N/A	N/A	N/A	N/A	N/A
Blu-ray hire charges - Child	-	100% £2.50 / £1.50 older	N/A	N/A	N/A	N/A	N/A	N/A
Blu-ray hire charges - Concession	-	100% £2.50 / £1.50 older	N/A	N/A	N/A	N/A	N/A	N/A
Blu-ray (Late returns) - Adults	-	£1.00 per day (max £15)	N/A	N/A	N/A	N/A	N/A	N/A
Blu-ray (Late returns) - Child	-	£1.00 per day (max £15)	N/A	N/A	N/A	N/A	N/A	N/A

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Blu-ray (Late returns) - Concession	-	£1.00 per day (max £15)	N/A	N/A	N/A	N/A	N/A	N/A
Blu-ray (Lost Stock)	-	Replacement cost	N/A	N/A	N/A	N/A	N/A	N/A
DVD LOAN Period	Joint 2	3 days / 1 week	7 days	7 days	3 days / 1 week	1 week	1 week	2 days / 1 week/ 3 weeks
DVD hire charges -Adult	5	£2.50 new / £1.00 older	£2.20 single £3.20 set	New: £2.00 Others £1.00	£2.50 - £1.50	£3.00	£2.90 1-2 set	Top Ten- 2 days £3.30 Std- 1 week / £2.05 Spint 3 weeks £2.55
DVD hire charges - Child	5	100% £3.00 new / £1.00 older	100% £2.20 - £3.20	100% New: £2.00 £1.00 Others	100% £2.50 - £1.50	100% £3.00	100% £2.90 1-2 set	100% Top Ten- 2 days £3.30 Std- 1 week / £2.05 Spint 3 weeks £2.55
DVD hire charges - Concession	5	100% £3.00 new / £1.00 older	100% £2.20 single - £3.20 set	100% New: £2.00 £1.00 Others	100% £2.50 - £1.50	100% £3.00	100% £2.90 1-2 set	100% Top Ten- 2 days £3.30 Std- 1 week / £2.05 Spint 3 weeks £2.55
DVD's (late returns) - Adults	Charge: 4 Max fee: Joint 2	£1 per day (max £15)	Loan charge (max 5 times)	Loan charge up to a max £20	25p per day (max £3)	100% Loan charge (max £18.00)	72p per day (max £15); reminder £1.35	£0.72 per day (max £18)
DVD's (late returns) - Child	Charge: 4 Max fee: 3	100% £1 per day (max £15)	Loan charge	100% Loan charge up to a max £21	not specified	100% Loan charge (max £18.00)	100% 72p per day; reminder £1.35 reminder notice	100% £0.72 per day (max £18)
DVD's (late returns) - Concession	Charge: 4 Max fee: 3	100% £1 per day (max £15)	100% Loan charge	N/A	100% 25p per day (max £5)	100% Loan charge (max £18.00)	No concession	100% £1.65 / 70p per day (max £14)
DVD's (Lost stock)	Charge: Joint 2 Max fee: Joint 3	Replacement cost	Cost price	Replacement cost	not specified	Current cost	Replcement cost + 25% admin charge	Replacement
Software Loan Period	Joint 1	1 week	N/A	N/A	N/A	1 week	N/A	3 weeks (Wii Games)
Software Loan - Adult	2	£3.50 / £1.50 older	N/A	N/A	N/A	£1.25 CDR	N/A	£3.35 (Wii Games)
Software Loan - Child	3	100% £3.50	N/A	N/A	N/A	100% £1.25 CDR	N/A	100% £3.35 (Wii Games)
Software Loan - Concession	3	100% £3.50	N/A	N/A	N/A	100% £1.25 CDR	N/A	100% £3.35 (Wii Games)
Software Loan late return - Adult	Charge :2 Max fee:1	100% £1 per day (max £15)	N/A	N/A	N/A	100% Loan charge (max £18.00)	N/A	25p per day (max £17.50)
Software Loan late return - Child	Charge :2 Max fee:1	100% £1 per day (max £15)	N/A	N/A	N/A	100% Loan charge (max £18.00)	N/A	100% 25p per day (max £17.50)
Software Loan - Concession	1	100% £1 per day (max £15)	N/A	N/A	N/A	100% Loan charge (max £18.00)	N/A	N/A
Software (LOST STOCK)	Joint 1	Replacement cost	N/A	N/A	N/A	Current cost	N/A	N/A
Photocopying: A4 (b&w)	Joint 2	£0.10	£0.12	£0.05	£0.05	£0.10; Child Free	10p per sheet	£0.10
Photocopying: A3 (b&w)	Joint 3	£0.20	£0.24	£0.10	£0.10	£0.15	20p per sheet	£0.20
Photocopying: A4 (colour)	Joint 3	£1.00	£1.10	£1.00	£0.30	£0.50	N/A	£1.00
Photocopying: A3 (colour)	Joint 3	£2.00	£2.20	£2.00	£0.60	£1.00	N/A	£2.00
CDR Prints: A4 (b&w)	2	£0.20	N/A	N/A	£0.10	£0.10	N/A	£0.26
CDR Prints: A4 (colour)	-	£1.00	N/A	N/A	N/A	N/A	N/A	£0.62
Printing from PC's: A4 (b&w)	Joint 4	£0.20	£0.12	£0.05	£0.05	£0.10	20p per sheet	£0.26
Printing from PC's: A4 (colour)	Joint 5	£1	£1.10	£1.00	£0.30	£0.50	£0.75	£0.62
Printing from PC's: A3 (b&w)	-	N/A	N/A	N/A	£0.10	N/A	£0.30	N/A
Printing from PC's: A3 (colour)	-	N/A	N/A	N/A	£0.60	N/A	£1.40	N/A
Copies by Staff	1	50% discount	No extra charge	N/A	No extra charge	No extra charge	No extra charge	£1.10 / £2.00
Online search	1	Free	cost + staff time @ £30.00 ph	N/A	Free	N/A	Cost	Ring for detail
PC /Internet cost	Joint 1	Free	Free (library membership required)	Free	Free	Free / 4GB USB sticks £8.50	Free / Memory Sticks-£11.85 4GB, 17.50 8GB	Free / 4GB Memory Sticks £4.95
Orch / Vocal	2	Music scores £2; more than ten £0.20 per score	£0.20 per copy + £3.00 reservation fee	Vocal scores £0.50 per copy	Free	N/A	POA	POA

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Archive/ local history search		N/A	N/A	N/A	£10 to £70 Archives service reproduction fee	Photocopying as above, Archive copies A4 £1.50, A3 £2; Microform £2; Photography Permit of 20 images £5; Microform reader Prints 30p; Scanning 300dpi/600dpi £5/£10 per image; CD required £2	N/A	£25.50
Reservations - Adults	3	£0.50 / £3.00	£1.10 IS / £3.00 NIS	Free is / £1 nis	Free is / £1 nis	£0.50	£0.52 £3.70 nis	77p is / £.70 nis+notification
Reservations - child	Joint 1	Free	Free Child Stock	Free is / £1 nis	Free U16	Not specified	Free	Free is / £3.70 nis+notification
Reservations - Mobile	-	N/A	N/A	N/A	Free	Service ceased	N/A	77p is / £.70 nis+notification
Reservations - Non - Res	2	17 yrs / U 17 yrs	£1.10 IS / £3.00 NIS	N/A	Free is / £1 nis	£0.50	£0.52 £3.70 nis	Not stocked
Reservations - Exemption		not specified	VIS / Pdf	£0.50 OAP, stu, Vis, Ben	60+	Free	None	Not stocked
Reservations - British Library	3	£10.00	British Library: £11.15	Not specified	British Library: £1.00	British Library: £0.75	British Library: £14.65	British Library:£14.65
Reservations - Other Medi		N/A	DVDs £2.20	Not specified	not specified	Not specified		Performance sets £5.15
Faxes - UK		£1.00 per sheet	£1.10 1st 4 pgs / £0.55 ppg	N/A	£1.80 p Lon; £2/£1 UK	Service ceased	£1.22 1st 4 pgs 63p sub	£1.23 / 56p pp
Faxes - Europe	2	£2.00 / £1.00	£3.30 / £1.10	N/A	£2.50 / £1.50	Service ceased	£3.50 1st pg £1.21 subs	£1.38 / 56p pp
Faxes - International	2	£3.00 / £1.00	£3.30 / £2.30	N/A	£3.40 - 3.80 / £2.40 - 2.80	Service ceased	£3.50 1st pg £1.21 subs	£1.59 / 56p US/C; £2/56 RW
Faxes - Incoming	4	£0.50 per sheet	£0.20 ppg / £0.50	N/A	£1.00 / £0.50	Service ceased	£0.21 ppg	£0.82 pp
Replacement library card fee	Adults: Joint 3; Children: Joint 1	Adults: £2.00; Children: £2.00	Adults: £2.10; Child: £1.00	Free, Subs Adults: £2.00; Child £2	Adult £1.20; Child: £0.60	Adults: £1.00; Children: £1.00	Adults: £3.70; Child: £1.50	Adult £2.05; Child: £1.00
Overdue per Notice	1	Free	Free	Free	Free	Free	£1.35 letter - £1 email	£0.62 postage
Exhibition Space	2	Small ads on notice boards £3.00 per item for 3 Weeks	Contact for info	Free	Free	N/A	Contact for info	£49.20 per week
ART sales	-	N/A	N/A	10-20% of price	N/A	N/A	N/A	16% commission
Equipment Hire		N/A	N/A	N/A	N/A	N/A	Not specified	LCD Projector £61.50 per day/ TV/DVD player £13.65 per 3 hours
Hall Hire (Commercial)	-	£30 -£45 per hour commercial.	Not provided	Not provided	Various; reduced rate for community groups	Variable; depends on location	Not provided	Not provided
Hall Hire (Community)	-	£15-£25 per hour community;						
Hall Hire (Canada Water)	-	Contact library						

Source: SINTO- Loughborough University