

APPENDIX 4: LIBRARIES AND HERITAGE 2016/17 FEES & CHARGES BENCHMARKING INFORMATION V SELPIG BASED ON 2015/16 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 1	3 weeks	3 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 £4)	£0.20 per day (max £10)	35p per day (max £15)	25p per day (max £18.00)
Books (late returns) Child	1	No fine except Lang	No fine	N/A	0% Free U16s	0% free U14s	Reminder notice £1.45 letter/ £1 email	0% Free
Books (late returns) CONCESSION	1	No fine; Vis, Dis	100% £0.20 per day	N/A	0% Free 60+	50% £0.10 per day (Max £5) 60+	No concession	100% £0.25 per day (Max £18.00)
Books (Lost Stock)	2	Replacement cost	Cost price	Replacement cost	Dependent on age of book	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	3 weeks	3 weeks	3 weeks	3 weeks	3 weeks	3 weeks
Spoken word/Language courses hire charges - Adults	3	£1.00	£1 1-4/£1.20 5+ /£2.20 CDS/ £1.5- £2.50 lanaguage course	Free	Free	Free	£2.35	£2.55
Spoken word/Language courses hire charges - Children	Joint 1	Free	[children's stock free]	Free	Free	Free	0% Free	£0.40
Spoken word/Language courses hire charges - Concession	Joint 1	Free	Free	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 £4)	£0.20 per day (max £10)	35p per day (max £15 per item); reminder £1.45 letter or £1email	25p per day (max £18.00)
Spoken word/Language courses (late returns) - Child	1	No fine except Lang	Free	N/A	0% Free U16s	0% free U14s	£1.45 /£1 email 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	N/A	0% Free 60+	50% £0.10 per day (Max £5) 60+	No concession	100% £0.25 per day (Max £18.00)
Spoken word/Language courses -(Lost stock)	Joint 2	Replacement cost	Cost price	Replacement cost	Dependent on age of item	Current cost	Replacement cost + 25% admin charge	Rep. cost with allowance for Depreciation. Discretion of Librarian
Music CDs LOAN Period	Joint 4	1 week	3 weeks	1 week	2 week	3 week	3 weeks	3 weeks
Music CDs (Hire Charge) - Adults	1	£0.40	£1.40 single / £2.20 set	£0.70	£1.00	£1.25 single CDs and CD sets	£1.65	£1.40
Music CDs (Hire Charge) - Child	2	100% £0.40	100% £1.40 single / £2.20 set	0% Free	100% £1.00	100% £1.25 single CDs and CD sets	N/A	100% £1.40
Music CDs (Hire Charge) - Concession	3	100% £0.40	100% £1.40 single / £2.20 set	57% £0.40; OAP, Stu, Vis, Ben	100% £1.00	100% £1.25 single CDs and CD sets	100% £1.65	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)	35p per day (max £15 per item)	25p per day (max £18.00)
Music CDs (late returns) - Children	Charge: 3 Max fee: 6	100% 25p per day (max £10)	100% £0.20 per day	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	N/A	0% Free 60+	50% £0.10 per day (Max £5) 60+	No concession	100% £0.25 per day (Max £18.00)
Music CDs (LOST stock)	Joint 2	Replacement cost	Cost price	Replacement cost	Dependent on age of item	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	£1.50 for 3 days/£2.50 box sets 1 week	N/A	N/A	N/A
Blu-ray hire charges - Child	-	100% £2.50 / £1.50 older	N/A	N/A	£1.00 1 week 100% £2.50 box sets	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	£0.50 per day max £5.00	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
Blu-ray (Late returns) - Concession	-	£1.00 per day (max £15)	N/A	N/A	0% Free 60+ Ben	N/A	N/A	N/A
Blu-ray (Lost Stock)	-	Replacement cost	N/A	N/A	Dependent on age of item	N/A	N/A	N/A

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
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	New: £2.00 Others £1.00	£1.50 - £2.50	£3.00	£3.20 1-2 set/£6.40 3+set	Top Ten- 2 days £3.30 £2.55 Std- 1 week / £2.05 Spint 3 weeks
DVD hire charges - Child	5	100% £3.00 new / £1.00 older	£1.40	100% New: £2.00 Others £1.00	100% £1.50 - £2.50	100% £3.00	100% £3.20 1-2 set/£6.40 3+set	100% Top Ten- 2 days £3.30 £2.55 Std- 1 week / £2.05 Spint 3 weeks
DVD hire charges - Concession	5	100% £3.00 new / £1.00 older	100% £2.20 single	100% New: £2.00 Others £1.00	100% £1.50 - £2.50	100% £3.00	100% £3.20 1-2 set/£6.40 3+set	100% Top Ten- 2 days £3.30 £2.55 Std- 1 week / £2.05 Spint 3 weeks
DVD's (late returns) - Adults	Charge: 4 Max fee: Joint 2	£1 per day (max £15)	£1 per day	Loan charge up to a max £20	50p per day (max £5)	100% Loan charge (max £18.00)	80p per day (max £15)	£0.75 per day (max £18)
DVD's (late returns) - Child	Charge: 4 Max fee: 3	100% £1 per day (max £15)	£1 per day	100% Loan charge up to a max £20	not specified	100% Loan charge (max £18.00)	100% 80p per day; reminder £1.45 reminder notice	100% £0.75 per day (max £18)
DVD's (late returns) - Concession	Charge: 4 Max fee: 3	100% £1 per day (max £15)	£1 per day	N/A	0 % Free 60+ ben	100% Loan charge (max £18.00)	No concession	100% £0.75 per day (max £18)
DVD's (Lost stock)	Charge: Joint 2 Max fee: Joint 3	Replacement cost	Cost price	Replacement cost	Dependent on age of item	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	£1.50	N/A	N/A	N/A	£1.25 CDR	N/A	£3.35 (Wii Games)
Software Loan - Child	3	100% £1.50	N/A	N/A	N/A	100% £1.25 CDR	N/A	100% £3.35 (Wii Games)
Software Loan - Concession	3	100% £1.50	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 £18.00)
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 £18.00)
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	£0.15	£0.10	£0.10	£0.10; Child Free	10p per sheet	£0.10
Photocopying: A3 (b&w)	Joint 3	£0.20	£0.25	£0.20	£0.20	£0.15	20p per sheet	£0.20
Photocopying: A4 (colour)	Joint 3	£1.00	£0.25	£0.50	£0.50	£0.50	N/A	£1.00
Photocopying: A3 (colour)	Joint 3	£2.00	£0.50	£1.00	£1.00	£1.00	N/A	£2.00
CDR Prints: A4 (b&w)	2	£0.20	N/A	N/A	N/A	£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	£0.15	£0.10	£0.10	£0.10	20p per sheet	£0.26
Printing from PC's: A4 (colour)	Joint 5	£1	£0.25	£0.50	£0.20	£0.50	£0.75	£0.62
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-£13.40 4GB, 19.80 8GB	Free / 4GB Memory Sticks £4.95
Orch / Vocal	2	Music scores £2; more than ten £0.20 per score	£15 any number of copies	Vocal scores £0.50 per copy	Free	N/A	POA	POA
Reservations - Adults	3	£0.50 / £3.00	£free IS / £4.00 NIS	Free is / £1 nis	£0.50 is / £2 nis	£0.50	£0.55 £6 nis	79p is / £6 nis

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Reservations - child	Joint 1	Free	Free Child Stock	Free is / £1 nis	Free U16	Not specified	Free	Free is / £6nis+notification
Reservations - Non - Res	2	17 yrs / U 17 yrs	£free IS / £4.00 NIS	N/A	£2	£0.50	£0.55 £6 nis	Not stocked
Reservations - Exemption		not specified	VIS / Pdfif	£0.50 OAP, stu, Vis, Ben	60+ BEN	Free	None	Not stocked
Reservations - British Library	3	£10.00	British Library: £11.15 /£6.85 jnl articles	Not specified	British Library: £4.00	British Library: £0.75	British Library: £16	British Library:£16.00
Faxes - UK		£1.00 per sheet	£1.10 1st 4 pga / £0.55 ppg	N/A	£1.80 p Lon; £2/£1 UK	Service ceased	£1.30 1st 4 pgs 70p sub	£1.25 / 56p pp
Faxes - Europe	2	£2.00 / £1.00	£3.30 / £1.10	N/A	N/A	Service ceased	£3.85 1st pg £1.35 subs	£1.38 / 56p pp
Faxes - International	2	£3.00 / £1.00	£3.30 / £2.30	N/A	N/A	Service ceased	£3.85 1st pg £1.35 subs	£1.59 / 56p US/C; £2/56 RW
Faxes - Incoming	4	£0.50 per sheet	£0.20 ppg / £0.50	N/A	N/A	Service ceased	£0.20 ppg	£0.84 pp
Replacement library card fee	Adults: Joint 3; Children: Joint 1	Adults: £2.00	Adults: £2.15; Child: £1.00	Free, Subs Adults: £2.00;	Adult £2; Child: £0.50	Adults: £1.00; Children: £1.00	Adults: £4.00; Child: £1.60	Adult £2.10; Child: £1.00
Overdue per Notice	1	Free	Free	Free	Free	Free	£1.45 letter - £1 email	£0.63 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
Hall Hire (Commercial)	-	£30 -£45 per hour commercial.	Not provided	Not provided	Various	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