



DOWNTOWN LIBRARY
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NORTH PARTNER LIBRARY
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RAPIDCITYLIBRARY.ORG



Date: November 13, 2019
To: RCPL Board of Trustees
From: Pat Jones, Policy Chair
Re: Loan Periods, Fines and Fees Policy

Date: November 5, 2019
To: Pat Jones, Policy Chair
From: Sean Minkel, Assistant Library Director
Re: Loan Periods, Fines and Fees Policy

Motion: Move to approve changes to the Loan Periods, Fines and Fees Policy adding a processing fee for lost and damaged items and removing the cost for replacement library cards.

Background:

Processing Fee

The library currently charges a replacement fee which includes both the average cost of the item and a processing fee. However, patrons who lose or damage items often prefer to bring in replacement copies, which is allowed by policy. While this does save the library from having to reorder an item, it does not account for the cost of replacement RFID tags, barcodes, labels, covers, and staff time processing materials. As such, it is recommended that the processing fee be separated from the replacement fee to more accurately account for the cost of lost or damaged items.

Per the most recent School Library Journal report, average costs for materials have not changed to the point that the replacement fees themselves require updating.

Replacement Fee for Library Cards

The Library currently charges \$2.00 for a replacement library card. However, the cost to have library cards printed has dropped to \$0.25 per card. In addition, card replacement costs are frequently a barrier to library service for patrons and result in creation of a computer access account, thereby duplicating information unnecessarily. It is therefore recommended that the replacement library card cost be removed.

On average, 60 replacement cards have been issued monthly in 2019. Based on that, the potential financial impact is estimated to be \$1,440 per year. A conservative estimate for the cost of staff time recouped by this change is \$700 per year.

Non-resident Cards

The cost of non-resident (out-of-county) library cards was reviewed and found to be comparable to taxes paid by residents. No change is recommended at this time.