



Policy Name:	Fee & Charges	Version Number:	1.0
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Contact:	Lynne Makin CEO	Date to be reviewed:	22 nd May 2008

FEES AND CHARGES

This is an explanation of what the Fees and Charges are for and what costs that they cover

- ◆ Reservations from the Regional Collection – Free
Free because it is a regional collection so items should be available to all our members no matter where that item is held
- ◆ Inter Library Loan Requests - \$5.00(plus additional charges)
The \$5.00 is not refundable as it contributes to the cost of searching for, locating, requesting and administering the Inter Library Loan. Additional charges are those that the lending entity may charge. The borrower is always contacted to clarify that they are willing to pay additional charges.
- ◆ Suggestions for the Collection – Free
These will be looked at within the guidelines of our Collection Development Policy, Not all items suggested will be purchased.
- ◆ Suggestions for Purchase – Borrower would like to borrow - \$3.00
These will be looked at within the guidelines of our Collection Development Policy. We will either purchase and place a reservation on the item for the borrower or if not purchasing we will obtain the item on Inter Library Loan for which the fee is the same.
- ◆ Overdue Reminder Notice - \$3.00 per notice
This service is offered to those borrowers who have not returned or renewed the items that they have on loan by the due date. Fee offsets the cost of producing the Reminder Notice.

- ◆ Final Overdue/Account Notice - \$3.00 per notice
This service notice will include an invoice for the replacement cost of all items
- ◆ Photocopying – 20c per A4 sheet and 40c per A3 sheet
This fee goes towards the cost of providing the service including such items as paper, toner, power, lease of machine, staff time, administration time
- ◆ Printing – 50c per A4 page and 80c per A3 page
This fee goes towards the cost of providing the service including such items as paper, print cartridges, power, cost of and maintenance of hardware, staff time, administration time
- ◆ Purchase of Disk - \$2.00 per disk
To ensure that our duty of care is met and that we do not introduce viruses into our software or that of our customers
- ◆ Word processor for Public Use - \$2.50 per half hour or part thereof
Charge goes towards such costs as provision of hardware, software, maintenance, administration time, staff time, power, software licences
- ◆ Email – send or receive \$2.50 per half hour or part thereof
This is not a core service and therefore does not have to be provided free. Charges go towards such costs as hardware, online time, staff time, maintenance, software, software licences, administration time
- ◆ Chatline - \$2.50 per half hour or part thereof
This is not a core service and therefore does not have to be provided free. Charges go towards such costs as hardware, online time, staff time, maintenance, software, software licences, administration time
- ◆ Facsimile Service – To receive 50c per page / To send \$2.00 per page
National/\$8.00 International
Charge goes towards such costs as equipment, telephone line lease, consumables, staff time, administration time
- ◆ Library Bags - \$3.00 per bag
A product that we sell
- ◆ Replacement of Library Card - \$3.00
Charge goes towards staff time, stationary, administration time
- ◆ Lost and Damaged items – as per schedule
Charge is for the lost item including payment towards processing costs

VARTIONS

UMRL Reserves the right to review, vary or revoke this policy.