

Fees & Charges Policy

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Purpose

To inform staff and customers of all fees and charges that may be issued by Burlington Public Library (BPL or the Library).

Scope

In accordance with the Public Libraries Act, R.S.O. 1990, fees may be imposed by a library board as follows:

1. NO fees may be charged for admission to a public library.
2. NO fees may be charged for borrowing of collection and reference materials.
3. Fees may be charged for other services, not referred to in 1 & 2 above.
4. Fees may be charged for use of spaces that are not being used for library purposes.
5. Fees may be charged for use of the library by persons that do not reside in the board's jurisdiction (non-resident fee).

6. Fines/replacement fees may be imposed for late/damaged/lost collection materials.

Statement of Policy

Burlington Public Library does not charge fines for overdue materials, but does impose replacement fees, fees for space rental, and fees for services such as printing and use of MakerSpace equipment. Additional services and programs requiring fees or charges may occasionally be developed by the Library. Fees for new additions will be consistent with the rates in this policy and must cover Library costs so operating budget and staffing resources can be focused on core Library services provided to the public at no additional charge.

Lost or Damaged Materials

Customers will be notified of overdue materials via phone or email. A customer who does not return their materials after 30 days overdue will have their library account charged with a replacement fee as detailed below and their library card will be suspended until the items are returned or paid for. A collection agency will be used to assist in the collection of overdue accounts; however, the accounts will not be reported to credit agencies. When a library card is suspended, customers are still able to access digital collections and resources.

The Library will accept substitutes for lost or damaged materials/equipment in lieu of replacement fees when the substituted item is brand new and in original packaging.

Replacement fees for Interlibrary Loan materials will be assigned by the lending institution. BPL replacement fees are based on the retail value of the individual item at the time of loss, except for the fixed replacement fees identified below:

Book Kits & Other

- Magazine – \$10
- Puzzle – \$35
- Kit – Children’s Reader – \$10
- Kit – Picture Book or Language – \$140
- Kit – Teen/Juvenile Series – \$50

- Kit – Cognitive or Theme – \$200
- Kit – Sensory – \$150
- Kit – Book Club – \$250
- Kit – Birds – \$400
- Kit – Yoto Mini Kit – \$300

Technology

- Radon Detector – \$175
- Launchpad, eReader or Fitbit – \$200
- WIFI Hotspot – \$225
- CO2 Monitor – \$240
- C-Pen Reader – \$380
- Chromebook – \$400
- iPad – \$472
- MacBook – \$1,800

Cultural Passes

- Museum Pass – \$60
- RBG Pass or Hamilton Art Gallery Pass – \$130
- Conservation Halton Pass – \$135.50
- Ontario Parks Pass – \$225.00
- City of Burlington Live and Play Pass – \$312.90

MakerSpace

Customers who book the MakerSpace equipment are responsible for costs associated with damage or misuse of the equipment. Materials are available in the MakerSpace at the prices listed below.

Laser Cutter

- \$5.00 per 30 minutes plus cost of materials
- 1/8" Birch Plywood - \$9.75 per 1-foot by 2-foot piece
- 3mm Acrylic - \$15.00 per 1-foot by 2-foot piece
- Low odour laser rubber - \$35.30 per 8.5-inch by 12-inch piece

- Mylar - \$2.00 per 8.5-inch by 11-inch sheet

3D Printing

- \$2.50 per 30 minutes; PLA filament supplied by Library

Vinyl Cutter & Printer

- \$2.00 per linear foot of vinyl for cutting
- \$1.00 per linear foot of transfer paper
- \$4.25 per linear foot of permanent or static cling vinyl
- \$5.25 per linear foot of wall flair vinyl or paper adhesive
- \$7.65 per linear foot of canvas for printing
- \$11.65 per linear foot of heat transfer vinyl for printing

Large Format Printer

- \$13.55 per linear foot of gloss or satin photo paper

Embroidery Machine

- \$2.00 for every 5000 stitches or part thereof

Button Maker

- \$0.25 per pin-back button
- \$0.80 per magnet-back button

Sewing Machine & Serger

- No fee

Printing, Photocopying, Scanning and Faxing Services

- Black & white single sided - \$0.20 per page
- Black & white double sided - \$0.30 per page
- Colour single sided - \$0.40 per page
- Colour double sided - \$0.60 per page

- Outgoing Fax at Central, New Appleby and Tansley Woods - \$1.25 per page
- Scan to email – no charge

Room Rentals

All rates below are in hourly increments and include HST and liability insurance. Details of audiovisual equipment and furniture available in each room are noted on the room rental platform where reservations are requested. Users are charged the rate listed on the room rental platform at the time of their reservation request, even if the hourly rate increases between the date of the reservation request and the date of the reservation.

Centennial Hall requires a minimum four hour booking and all other rooms have a minimum of one hour. After the minimum, rooms are available in 30-minute increments.

Central Branch Rooms

- Centennial Hall: regular rate \$44.00; non-profit rate \$30.80
- Holland Room: regular rate \$32.55; non-profit rate \$22.80
- Frank Rose Room: regular rate \$32.55; non-profit rate \$22.80
- Ron Ness Training Room: regular rate \$32.55; non-profit rate \$22.80
- Small Meeting Room: regular rate \$19.95; non-profit rate \$13.95

Other Branch Rooms

- Aldershot Program Room: regular rate \$24.15; non-profit rate \$16.90
- Alton Program Room: regular rate \$32.55; non-profit rate \$22.80
- Brant Hills Program Room: regular rate \$24.15; non-profit rate \$16.90
- New Appleby Program Room: regular rate \$24.15; non-profit rate \$16.90
- Tansley Woods Program Room: regular rate \$32.55; non-profit rate \$22.80

Other Room Rental Fees

- Cancellation/change fee: \$15.75 for all room rental cancellations or changes to date, time, or room made with adequate notice. The balance of the reservation price will be refunded.
 - Minimum 168 hours (7 days) notice for changes or cancellations to Centennial Hall reservations
 - Minimum 96 hours (4 days) notice for changes or cancellations to all other room reservations

- No refunds issued for reservations cancelled or changed without the minimum required notice
- Cleaning fee: \$21.00 if customer leaves room in a messy condition
- Late fee: \$21.00 if customer stays beyond booking time
- Administration fee: \$50 per hour to be quoted and approved at the time of reservation confirmation for complex rentals in Centennial Hall requiring additional staff communication and coordination

Programs and Special Events

Programs offered by the Library are typically free of charge, however, some programs or special events may require an admission fee. Fees will vary per event and be set using a cost recovery approach.

Non-Resident

BPL charges an annual fee of \$64.90 to users of the Library who do not live, work, study, or pay property taxes in Burlington. Reciprocal borrowing agreements with Oakville, Milton, Halton Hills, and Hamilton public libraries provide access to BPL's collections without charging a non-resident fee, although restrictions may apply due to licensing agreements.

How to pay fees

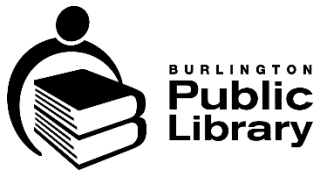
Customers can pay fees in person at any branch by cash, debit, or credit. Room rental fees are by credit card at the time of reservation through room rental software.

Refunds

Please note that no refunds are issued for fees and charges except in the event of a library cancellation, staff error, or equipment malfunction. This includes when a program or product does not meet the expectations of the user.

Partial refunds (minus a cancellation/change fee) are issued for room rentals cancelled with the minimum required notice as detailed above.

- Effective Date: January 2025



- Projected Review Date: 2027
- Motion #/Date: #24-57, September 12, 2024
- Amended Dates: #22-14, Mar. 24, 2022; #23-31, Jun. 22, 2023;
- Associated Documents: Borrowing Policy, Room Rental Policy