

MANAGEMENT GUIDELINES FOR

MG-OP-13

USER FEES

COMMITTEE:	Senior Leadership Team	PASSED:	26 November 2015
TOPIC:	Operating Policies	AMENDED:	24 November 2016, 24 June 2021; 22 September 2022; 25 September 2025
		REVIEW PERIOD:	As required.

MANAGEMENT GUIDELINES

1. **Library Account Fee Threshold:** The Library sets the maximum amount of fees a Borrower can owe before borrowing items and access to digital resources is temporarily blocked. Fee limits ensure fair and equitable access to Library materials and the return of items. Suspension is lifted once the account is back to good standing. The Library may alter fee limits to stay in line with nearby public libraries.
2. **Overdue Fines:** The Library stopped charging overdue fines in May 4, 2021 to make sure everyone has fair access to Library materials.
3. **Lost/Damaged Items:** The Library may charge for items that are damaged or lost, depending on how serious the damage is and the severity of the damage. For lost materials, the library charges replacement cost plus a small fee to cover the cost of preparing a replacement item. Payments for lost or damaged items are non-refundable.
4. **Replacement Copies for Lost/Damaged Items:** The Library, may allow a patron to replace a lost item with a new copy instead of paying the full replacement cost. In this case, patrons must still pay the processing fee. The Designated Person in Charge will decide if the replacement is accepted. Replacement items must be new, and if a book, it must be the same or newer edition. Circulation staff will note in the patron's record when a replacement copy is accepted.
5. **Interlibrary Loan Fees:** The Library sets fees based on current best practices. Any fees charged by a lending library will be passed on to the person requesting the item.
6. **Printing Charges:** The Library maintains photocopiers and public printers for public use. The microfiche reader/printer and 3D printer are located in the Lynn Valley Library.
7. **Library Programs:** Most library programs are free, but the Library may charge for some programs if permitted under the *Library Act*. Any charges cover costs only and are not for profit.
8. **User Fees:** B-OP-13 USER FEES: Appendix A lists the current fees for certain library services, room rentals, and cost recovery. The Library Board reviews these fees every year.

RELATED POLICY:

- B-OP-01 MEMBERSHIP
- B-OP-17 MEETING ROOMS