

PROPOSED FINES AND CHARGES FOR 2010-2011

COMMENTS RECEIVED FROM PUBLIC CONSULTATION

Fines for overdue books and spoken word material

1. Children's books – please do not introduce fines for children's books – we should do all we can to encourage children to read a wide variety of books and bringing in a fine might discourage people from using the Service. Young people 17 – 17 in full time education should not pay fines – so should not be classed as adults.
2. I have a 3 month old son and want him to use the library a lot. My librarian at Surbiton tells me that the possibility of fines for children is being considered. I would not support this, as I think it will put parents off borrowing books for children.
3. Yes, it is a good idea to charge for over-due books.
4. 5p a day for children is appalling!
5. I have looked at the new charges and they seem quite fair to me. I use the library a fair amount and would certainly appreciate the overdue fines being reduced.
6. The proposed changes to the fines for libraries, whereby children's books would be charged at 5p per day, will only act as a deterrent on low-to-middle income families from accessing library services. For one child, for whom you can take out 12 books presently, being late for only one week might mean costs of £4.20. Education, and books in particular, have the power to transform and empower. Let's not once again make this the preserve of the affluent through a punitive fines based system. In fact rather than introducing charges, let's reward families somehow for utilising the services and celebrate literacy. Something to encourage, not punish!
7. I'll be much less likely to get books out for my children. In fact I probably won't come back because I won't be able to afford to use the library.

Audiovisual charges: DVDs, CDs

1. Suggest extending the length of CD loan to 2 weeks. Other libraries do a 2-tier charging system i.e. 90p for a 1 week loan, £1.20 for a 2 week loan. This is more reasonable as one week is too short and £1.10 is relatively expensive. (To extend to 2 weeks is £2.80 and is nearly half the cost of the CD bought new).

2. Basically my concern is around the potentially high penalty for late return of CD's / DVD's, this when returning by only one day, the penalty is a full week as there is no your daily penalty scheme here. I would like to put to you a proposal, one general and one concerning carriers of the Council "I COUNT" card. When a borrower bothers to return CD's or DVD's say in under 2/3 days (excluding Sundays) of the return date (hence made an effort) the penalty is halved, this would be easy to administer too.

Reservations

1. I do not resent the fact that I have to pay to reserve a book but I do know that other places (i.e. Camberley) charge nothing for this service.
2. The new reservation charges are very expensive. It seems that the library service could be more popular if reservations charges were free like in the London Boroughs of Bromley, Barking and Dagenham. I particularly think that this is needed in Kingston as there seems to be no large centre library and most of the libraries are very small. Whilst the new charge is in line with that of Richmond, libraries in Richmond can obtain books from libraries in their (large) consortium for the same charge. Hence this charge is better value for money.

Computer Facilities

1. I am surprised that it costs the same to print out an A4 black and white as it does for a colour. I think the library might be justified in charging more for this.
2. It is nice that there are no planned charges for using the PCs – I have my own at home but whenever we've had an internet/printer disaster it is a lifesaver to know we can go to the library.

Faxing/Photocopying

1. Maintaining photocopy charges needs a rethink. Current charges of 0.05p for A4 black and white bears little relation to current commercial charges which vary but most between 10p to 20p.

Suggestions

My wife and I have registered our children under the Council "I COUNT" scheme and this helps us greatly when it could otherwise become harrowing and putting us as parents at a disadvantage. My children both diagnosed ADHD and one with diagnosed Autism, I am always surprised that my wife and I actual manage to cope. If there was an extension to "I COUNT" card, a Library concession this would help. I try to teach my children the importance of reading and using the library, difficult as it is with normal kids it is often a challenge with those under SEN, a

concession could be just more of an understanding as compared to the general public.

We enjoy the library service and were counted in the last fight to save our local Tudor library which is invaluable, I also use the Kingston Library with my children every Saturday