

SERVICE FEES POLICY

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Purpose

The purpose of this policy is to inform staff and library members of all fees and charges for services that may be issued by Cambridge Public Library.

Policy

In fulfilling its mission, vision and values, Cambridge Public Library (CPL) operates under the foundational proposition that public library services are designed to reduce barriers, including costs.

The Cambridge Public Library Board has the authority to charge and collect fees for specific purposes in accordance with the Public Libraries Act R.S.O. 1990, cP44.

These fees include:

- Cost-recovery models (e.g., replacement fees for lost cards, Interlibrary Loan fees charged by lending libraries, photocopying/printing, other point-of-sale items, consumable materials used in makerspace productions)
- Non-resident fees
- Room rentals
- Replacement costs for lost or damaged materials or equipment (including collection agency fees)

The CEO has the authority to set the rates for such fees which generally adhere to a cost-recovery model, and can approve revisions to all fees for reasons such as enhancements to established services or adjusted to reflect changes in costs and types of services offered by CPL.

Fees are posted on the library website and where applicable within locations.

Schedule A outlines the administrative fee models and conditions for setting service fees and adheres to the Public Libraries Act R.S.O. 1990, cP44.

Schedule A: Service Fees – types, conditions and costs

Membership Cards

Cambridge Public Library does not charge a fee when signing up for a library membership card or for borrowing of collections or use of in-house equipment and materials. The following fee exceptions for memberships are:

- **Replacement membership cards.** Lost or stolen membership cards should be reported immediately to the library. There is a cost of \$1.00 to replace the library card if the card is lost. Unreported stolen cards may also incur a replacement cost. If newly designed library cards are issued and a member would like to have a new library card, there is a cost of \$1.00 for replacement.
- **Non-resident cards:** Persons who do not live, work, study or own property in Cambridge and do not live in one of the reciprocal borrowing municipalities, may apply for a non-resident card. The cost of this membership is \$60.00 per person and must be paid annually at the time of renewal.

Inter-library loan (ILLO)

Borrowing inter-library loan materials from other libraries outside of Cambridge is free, however, the loaning library may charge a fee to borrow their materials. If a fee is required, the amount of this fee will be provided to the member and the member can select to pay the fee and order the material or decline to order the material. Lost or damaged ILLO materials will be subject to the replacement costs from the lending library.

Printing, Photocopying, Scanning, Faxing, and Lamination Services

- Black and white: \$0.25 single side; \$0.50 double sided
- Colour: \$0.50 single side; \$1.00 double sided
- Scanning: no cost
- Faxing: no cost
- Lamination 8 ½ x 11: \$1.00 per sheet

Other Materials (Point-of-sale items)

- USB flash drive: \$6.00
- Over the ear headphones: \$5.00
- Earbuds: \$2.00
- Library branded cloth bags: \$2.00
- Cloth bags: \$0.50

Lost or Damaged Materials/Equipment Fees

Cambridge Public Library does not charge fees on overdue materials borrowed from its locations. However, a replacement cost will be charged for lost or damaged materials. The replacement cost of each item varies and is determined by the retail cost of the material at time of purchase by the library.

- Items that are not returned after 27 days are considered lost. A replacement fee for the cost of the item will be added to the library account and a replacement bill will be emailed or mailed to the member. The bill will include the cost of the item and a \$3.00 processing fee. Borrowing is suspended until the item is returned or payment for the item is made.
- Items returned damaged, incomplete or with missing parts are subject to replacement costs and a processing fee of \$3.00.
- Members are responsible for paying fees to cover the cost of lost or damaged equipment or other digital devices that are borrowed for use inside or outside the library. This includes lost or missing peripherals that are used in conjunction with equipment such as charging cables, laptop mouse, headphones, etc.
- The library does not accept purchased materials in lieu of payment for lost or damaged items.

Outstanding Accounts and Collection

The library uses a collection agency to recover outstanding accounts exceeding \$100.00 if materials borrowed are not returned after 72 days, juvenile and teen accounts are excluded. A collection agency fee of \$6.00 is also added to the library account. This charge must be paid even if materials are returned.

Makerspace Equipment & Creative Studios Fees

All pricing for makerspace consumable materials, at the Old Post Office and other locations, will be set at a unit price or rate per/gram based on a cost recovery pricing model. As such, this price will be adjusted by staff as required and the current rate will be posted for the public. Any price changes will also be publicized at CPL one week in advance to the change taking effect. New makerspace services and materials are added from time to time. Fees for new additions will be consistent with other rates in this policy to cover Library costs.

Members who book the Old Post Office Makerspace, Creative Studios equipment, or maker equipment at other CPL locations are responsible for loss or damage to the equipment and will be charged associated lost or damaged fees on their library account.

Equipment	Description of material	Fee (including HST)
Laser Cutter	19" x 30" 1/8" Baltic Birch Plywood	\$14.00 Full Sheet \$7.00 Half Sheet \$3.50 1/4 Sheet
	12" x 24" 1/8" Bamboo / Walnut / Cherry Veneer	\$26.00 Full Sheet \$13.00 Half Sheet \$6.50 1/4 Sheet
	24" x 36" 1/4" Cork	\$33.00 Full Sheet \$16.50 Half Sheet \$8.25 1/4 Sheet

	16.5" x 11.5" Cherry Paper (112lb)	\$10.50 Sheet
	20" x 32" 1mm Laser Leather (synthetic)	\$27.00 Full Sheet \$13.50 Half Sheet \$6.75 ¼ Sheet
	Use of machine for authorized member supplied materials	\$2.00 per visit or per pickup project
3D printer	PLA Filament	10 cents per gram
	TPU, ABS, PVA filament (Old Post Office only)	20 cents per gram
Large Format Printer	Premium glossy, semi-gloss, and matte paper	\$2.00/foot
	Plain paper	\$1.00/foot
	Gloss and matte canvas (Old Post Office only)	\$8.00/foot
	Ink Cost	\$1.00/ml
Embroidery Machine	Embroidery thread	\$2.00 per 10,000 stitches
	Stabilizer backing	\$0.50 per foot
	Water Soluble Stabilizer and Iron on Backing	\$0.75 per foot
Cricut Makers	Cardstock	\$1.00 per foot, 70 cents per 8.5" x 11" sheet
	Iron-on vinyl (HTV)	\$9.00 per foot, \$4.50 per half foot
	Permanent vinyl, removeable vinyl, transfer tape	\$2.50 per foot, \$1.25 per half foot
	Window cling (Old Post Office only)	\$1.50 per foot
	Printable sticker paper (non-glossy) (Old Post Office, Clemens Mill, and Hespeler only)	\$1.00 per 8.5" x 11" sheet
	Printable heat transfer vinyl (Old Post Office only)	\$2.00 per 8.5" x 11" sheet
	Construction paper (Clemens Mill only)	Full Sheet \$.30
Sewing Machine	Limited supplies available	No cost

Button Makers	Pinback buttons (2 1/4 inch)	\$1.00 each
	Pinback buttons (1 1/4 inch)	\$0.50 each
	Magnets (2 1/4 inch) (Old Post Office only)	\$2.00 each

Programs and Events

In accordance with the Public Libraries Act R.S.O. 1990, cP44, access to library resources and services, such as programming are free for members to attend; however, some programs or events may require a registration fee. Instances where it is acceptable for CPL to establish fees for program or events include:

- cost recovery fees for supplies used by participants in a program, or
- fees related to ticketed fundraising events.

Fees will vary per event and will be set using a cost recovery approach.

Room Bookings and Rentals

Free Room Spaces

- Study rooms are available free of charge at Queen's Square and Clemens Mill locations. Reservations for study rooms are on a first-come basis, with a limit of 1 booking per day for a maximum of 3 hours, and can only be made seven days in advance. Each room has a maximum capacity of 5 people.
- Audio and video recording rooms in the Creative Studios at the Old Post office are free of charge. A full teen, adult or non-resident membership in good standing and signed waiver is required for room booking and equipment use.

Rental Spaces

- The Old Post Office Third Floor Classroom is available for rental by the public. The room has a capacity of 10 people and includes access to AV equipment.
Flat rate for all rentals is \$25.00 per hour + HST

Schedule B: Fee collection and refunds

Paying Fees and Charges

All fees can be paid in person at any CPL location at the member services desk or by phone with a credit card. In person payment methods include cash, debit, credit, or cheque (cheques should be made out to the Cambridge Public Library Board and cannot be post-dated).

Online payments for account fees and other charges are not available currently. Fee-based programming and some Old Post Office materials can be paid online through the CPL Shopify store.

Refunds

Library Materials

Refunds may be available for library materials that were previously paid for and then returned if the following conditions are met:

1. The payment date is less than 6 months ago- must have accompanying receipt.
2. The item is returned in good condition.

The refund amount will be the amount paid minus the \$3.00 processing fee.

Paid Programs and Events

In the event a paid program or event is cancelled by CPL, a full refund will be given within three weeks.

Registrant cancellation of classes and workshops are permitted up to seven days prior to the start date, unless otherwise stated at registration.

Registrants cancelling less than seven days before the start date will not receive a refund.

Once a program is attended, CPL will not refund fees.

Other Items Offered for Sale or Produced in a CPL Makerspace

Returns or refunds on point-of-sale items are not available.

Members who are dissatisfied with a makerspace purchase must contact the CPL location where the purchase was made. Where practicable, products may be exchanged or remade (if applicable), but not returned for money back. Members must notify CPL staff within 14 days of purchase with proof of the original sales receipt. CPL is not responsible for any manufacturing defects in the quality of workmanship or inherent material flaws in any of the items offered for sale or tools and equipment used in the makerspace.