

Rates and Fees Policy

Policy Number:	OP-007
Policy Category:	Operations
Approved by:	OPL Board
Accountability:	CEO or designate
Approval Date:	May 27, 2021
Effective date:	May 28, 2021
Next Review Date:	May 2024
Supersedes:	Fees for Service Policy approved June 27, 2013

Purpose Statement:

The Oakville Public Library (OPL) charges fees in accordance with the Public Libraries Act, RSO 1990, c. P.44. In doing so, OPL strives to balance its philosophy of equitable access with its obligation for financial accountability. The purpose of this policy is to ensure that staff and the public are aware of the nature of the fees charged, the approval process and where a record of the fees can be found.

Scope:

This policy applies to all services and programs delivered by the OPL on its own or in partnership with other organizations.

Policy Statement:

As of January 1 2021, OPL no longer charges overdue fines on most items. This initiative supports barrier-free access to literacy for all. Customers will be notified of overdue materials via phone or email. Customers are asked to return materials in a timely fashion. Overdue items may result in restrictions placed on customer accounts.

Fees are levied on a cost recovery basis for, but are not limited to, the following:

- *Late return of materials borrowed (in select circumstances only such as fast lanes); materials damaged or lost*
- *Non-resident membership fees*
- *Replacement library cards*
- *Photocopying, printing and scanning*
- *3D printing, laser cutting and other Creation Zone services*
- *Registration for fee based programs*

- *Exam proctoring*
- *Merchandise*
- *Room and equipment rentals*

All rates and fees are approved on a yearly basis by the OPL as part of the annual operating budget planning process and listed on the Town of Oakville website, as well as on the relevant pages on the OPL website.

References:

Public Libraries Act, RSO 1990, c. P.44