**The Finance Committee asked me to poll MichLibList (Other Library Directors) to gather this information. sjm**

**December, 2015 - Responses re:**

**To what extent do you operate on a “fee for service” model, if at all?**

**How do you determine how and what fees are assessed, and to whom?**

**Do you incorporate any kind of ‘needs test’ when determining fees for services**?

We recently instituted fees for proctoring exams ($10.00 for residents $25.00 for non-residents.)  That has generated quite a bit of income, as people were coming to us from nearby cities (whose libraries do not proctor) to have exams proctored.  Some of the local colleges were charging $25.00  We also started charging for obituary look-ups ($5.00) because were were getting a lot of genealogists who were charging their customers and coming to us for the information.

We also have an auditorium and 4 meeting rooms that we reserve for various charges, depending on residency and non-profit status.  If you need that information, let me know.

Toni LaPorte - Library Director – Livonia Public Library

Dearborn Heights Libraries generally don't really have many fee based services. There are few things we do we require any sort of payment for. You can check out a room, book, dvd, equipment and soon wireless hotspots for free. Our logic was that encouraging wide public use of the library was more advantageous financially in the long term than any revenue gained.

Printing. copying and fines are basically it. And we have a food for fines program that helps lessen the burden for anyone that cannot do the fines.

We stuck to this model even when times were very tight, as we felt the more people use the library, the better chance we had to pass a millage should it be needed.

Hope this helps and good luck!

MPM Michael Mccaffery <mpmccaffery@gmail.com>

We charge for services such as faxing and copying.  These fees were established based on the amounts businesses around us were charging for the same services (we didn’t want to compete with others).  Other fees are based on what we’ve paid for items:  card replacement fees, cloth bags, headphones, etc.  We charge a non-resident fee to those living outside the townships and city for which we receive penal fines and millage funding.  The fee is based on the average amount of millage support (per-capita) we receive from our supporting townships/city.  The non-resident fee is an annual fee, but it covers the whole household.

**Emily Boersen –** Director - West Branch District Library

emily@westbranchlibrary.org

In answer to your question, we charge the following fees:

Yes, we do charge a non-resident fee. It is $50 annually per household (regardless of household size), or $25 annually for household for those over 65. This fee is set by our board.

Fees

Black and white prints  or copies are $0.10 per page

Color prints or copies are $0.50 per page.

Black and white copies are $0.10 per page

Color copies : $1.00

Fax - $1.00 per page in or out.

Lamination is $1.00 per running foot, with no partials. For example, if the lamination is 1.5 ft. long, the fee is $2.00. The fee will be rounded up to the next whole dollar.

Chilton Repair Manuals check out is $20 deposit.

We also charge meeting room fees on a sliding scale:

Our board sets all fine and fee rates, at the recommendation of the director and staff.

We don’t incorporate a “needs test” but we do partner with a local social service agency to provide free faxing and/or copying and printing. The agency determines patron eligibility and pays for their fees.

Hope this helps,

Andrea Smalley - Head of Circulation - Vicksburg District Library

Sylvia, The only fee for service we have is a non-resident fee - $20 per year for folks who do not live or own property in our service area.

Nannette Miller

Elk Rapids District Library

We accessed our needs and expenses and began to charge user fees in July 2014. After a year of study, our numbers showed we had a lot of people using us who lived outside our service area (especially for interloans; in fact they requested more than our in service area did).

The Board decided to charge renewable yearly fees of $25 for a single card and $50 for a family card (2 adults and minor children); and they cannot use interloan service through us (they must interloan through their home libraries).

The only other fees we charge (besides overdue fine) is rentals for dvds; $1 for 3 nights. We charge this fee because the rental income is used to purchase new movies for the collection (all educational dvds are free rentals).

**BillieJo Bluemer -** Library Director - Rauchholz Memorial Library

We are very small like you are but we are in the biggest library cooperative in the state so we have reciprocal borrowing with all of our neighboring communities.

Everyone is charged fines and for faxing and printing. We only charge non-residents for proctoring.

We do have one near by community that is not part of our co-op. If they wanted to get a library card with us we would then charge them a non-resident fee of $160 per year but this has never occurred.

Teresa

Franklin Public Library

We charge $50.00 per family because that reflects the average cost for a homeowner in Charlotte. Although there are those that feel that we should raise it, but if I were to be within the area of the millage it would not be raise fairly by more than about $10.00, if the millage that we need to go to passes, then I may have to raise it to be fair.

But right now they receive all services that the millage area receives. I would be interested if you discover that others have difference policies.

Jim Oliver

Charlotte Community Library

We have reciprocal borrowing agreements with all of the TLN libraries, so we enter a patron's home library card number and ID into our system. They may check out up to ten items at a time, no holds, no databases, no ILL.

Non-resident cards may be purchased to get full privileges at $140 annually. That is a few dollars less than the average homeowner pays in library property taxes annually.

Eva Davis, Director

Canton Public Library

No charge for internet but yes we do have a non-resident fee.  In my mind I lumped that with fines and other circulation matters. We charge non-residents $100 per year/per household as our average millage per household is $97. We allow households to pay $25 per quarter and they do not need to be contiguous so many families just pay for the summer months for Summer Reading.

Perhaps when I wake up I’m find more fees

Evelyn Holzwarth - Library Administrator - Hastings Public Library

Hastings, MI 49058

269-945-4263 ext 212

FAX 269-948-3874

We charge fees for printing, faxing, photocopying, scanning, and laminating. we do not charge out of district fees.
Regarding a 'needs' test, if the service we are offering is unique to libraries, we don't charge (borrowing books, reference questions, interlibrary loan, etc.).  If the service can be found elsewhere for a fee or the patron can provide the service for themselves, we charge a small fee meant to defer our cost.
Jessica Little - Library Director - T.A. Cutler Memorial Library

We do charge non-resident fee, although we rarely sell one. It is $100.00 We still act as if the Michicard was still in effect. If you can show us a card from another library we will give you one as well. . We believe everything else our customers have paid for through taxes and anything else show preference to those who can pay a premium. We have a large portion of our citizen who live in or near poverty.

Marcia – Grand Rapids Public Library

**12-15-15 follow up question (in an effort to clarify what Tim was commenting): One more quick question that the Board has asked me to check on: Do any libraries charge people who are NOT card-carrying patrons for using computers or wireless, or for attending children’s story time, or other library programs at your libraries? So what they are interested in is what you allow NON CARD CARRYING PATRONS to access in your libraries, and what, if anything you charge for those services.**

East Lansing Public Library does not charge non-residents for attending programs, computer use, wireless use, etc.  All resources are free unless they want to check out an item. The only thing we charge for is non-resident cards.  We charge all patrons for printing and photocopying.

We do not charge non library card patrons for computer use, wireless (don't know how you would monitor this and charge for it) or any programs.

Teresa Natzke

Director

Franklin Public Library

Non card-carrying patrons in our library muse pay a $1 fee to use our public computers. This gives them access for up to two hours. Wireless access is free for all users, with or without cards.

All library programs are completely free and open to the public.

Best, Dillon

We are a Class I library and we do not charge any fees for non card carrying patrons to access our library, Wireless or using computers, story hours or any other programs.

Thank you,

Jan St.Germain, Director

Richmond Township Library

We do not at Superior District Library.  We have free guest passes for the computer, and everyone is welcome at our programs.  Of course, given the size of the district, it is not very common for people outside of the district to drive that far to come to a program, but we do see some out of towners in the summer up here.  We do offer a summer-only card at a reduced non-resident rate of $30 for people wanting to check out books and movies.

Lisa Poignant Waskin

Director

Superior District Library

We do not charge members of the public for services if they do not have a library card. Computers, programs, summer reading club are all free in our facility.
Deborah L. Bose, Director
Grant Area District Library

Indian River charges $20.00 for a non-resident card, and if the potential patron does not want a card it is $1.00 to use the electronics.

At Harper Woods Public Library, we charge $2 for a guest pass to access our computers for people who are not eligible for a library card with us.

We allow all non-card carrying patrons access to everything for free. The only thing they are required to have a library card for currently is to physically check materials out of the Library. This may change in the future thought to allow card carrying patrons priority access to registering for programs; this will completely depend on how popular our programs become though.

Anna M. Curtis, Director, City of Eaton Rapids Public Library

We allow anyone to use our computers, wifi, and attend our programs.

For Summer reading, they obviously need a library card.  However, if they have a MI library card or their home library participates in Visiting Patron, or if there is another method in place to allow them to check items out of our library, we allow them to join our Summer Reading Program.

Ann Greene - Eau Claire District Library

All our programming and computers/wi-fi are FREE for anyone to use. We were advised if you receive grant funding for programming then it has to be open to everyone.

**BillieJo Bluemer**

Library Director

Rauchholz Memorial Library

We are surrounded by a neighboring township that fills our storytimes so that our own folks can’t always get in – so we make them pay $10 for the 8-10 week session per child.  They are card carrying – but not for our library. Class 3 – population of 10,579.

Melissa Huisman hudmh@llcoop.org

We have a huge issue with non-resident attendance at summer youth programs.  We finally set up a pre-registration system where you had to have a Commerce card number to register the first week and non residents had to wait for a second week and hope there was still space.

I used to run the Rochester Minnesota Public Library in the home of Mayo Clinic where hundreds and thousands people came to town from all over the world.  And they were all looking for email and internet access .  (Late 90s before cell phones.) We sold a 30 day guest card that allowed internet and email access.  It cost like $5.00.

Do you not have a local agreement to serve the residents of other libraries in your coop?

Are we trying to profit off the tourists? Even more than we already do? I thought it was cool that the Glen Lake Community Library put some kind of internet station in Glen Arbor.

OK, you got my brain running, have fun with this.

Cottage was sold in August.  Good thing I have a brother with a big house in Suttons Bay.

Connie – Commerce Township Library

Branch District doesn't charge for any of those.  Loretta.

We don’t charge for computer use or program attendance.

Mimi Herrington, Director
Bad Axe Area District Library

Ok, I worked for Capital Area District Library and it required a library card to connect to the wireless. There were 15 minute use computers for non-card users. It is not time consuming to sign out a computer to a non-resident, just see their ID and use the MConsole program to sign them on to a computer. A person with a card can sign themselves on to the computer without our intervention. When anyone prints they must stop to the circulation desk to pay and have their print released to the printer. $0.10 per page.

My library does not require any library card to connect to the wireless. To use computers if you have a card the time on the computer is longer, but a non-card holder can use a computer for 1 hour. There is not requirements for story hours or any other program. Have considered following Marshall Library where card holders get preference to library programs. Non-card holders could still go to the program, but their access would be after the card holders get a priority deadline, for example the card holder could sign-up for the program starting  on the 1st of the month, the non-card holders start to sign-up on the 15th, as an example.

In my library the real only difference is not being able to borrow library materials, books, CDs, DVDs, or e-materials.

We had been a Class V, although lost a couple of townships that had only provided penal fines, and we were able to get state aid from them, so now we are a large Class IV. Population from potential card holding area is 23,157. We are centrally located in Eaton County so we get people from a good area that could be supported by other libraries in the county, but we are often closer to home or work.  I have a staff of 4 full-time and 12 part-time employees.

'Jim Oliver' <oliverj@charlottelibrary.org>

We allow non library card users to all our services with the exception of checking out materials.

Susan Wess, M.L.I.S.Director – Milan Public Library

We're not the best respondents here since we don't charge for out of area registration, but even if we did I would recommend the library board retain the following policies:
We do not require cards to attend any of our events, including events for which one must register (preschool story hour, summer reading program, technology workshops, etc.). We do require a card if the patron wishes to participate in our book club using one of the books we borrow on behalf of the club from MeLCat. If they attend/participate using their own copy of the book, no card is necessary.
Guest passes can be used for the computers for 3-visits or one week before we require patrons register for a card.

We do not charge for the passes. They're mostly utilized by people who are visiting the area (I think our local DDA director might be upset if we charged visitors access) and those who have moved into the area but haven't yet updated their proof of address. There are a few who have tried to use the guest pass to avoid signing up for a card (that way they don't have to "keep track" of a library card), which is why we limit the passes to three uses. The WiFi is completely open, no card or registration required.

Jessica Little

Sylvia – If you do not have a library card, we charge $2.00 for an all-day pass to use our public computers or wireless access.  Even people who have library cards have to pay $2.00 if their fine balance is $10.00 or more.

We do not charge anyone to attend our programs.  The program brochure says “Residents and cardholders are given preference” – but I honestly don’t think the staff check anymore as our programs don’t typically fill up like they did years ago.

This rule has nothing to do with a library card – but with Residency.  We have a 200-seat auditorium and if you are a non-profit whose offices are not located in the City of Dearborn, the rental rate is more expensive ($160 for 3 hours compared to $130 for 3 hours for resident non-profits)

Other than that – no other charges to non-cardholders.

Hope that helps.

Maryanne Bartles

Dearborn Public Library

I'm a Desk Clerk at Ann Arbor District Library. We don't charge for computer usage or program attendance. Anyone in the community is welcome to attend any program or use a computer. We issue guest passes for the computers to those with picture i.d. I hope that helps! :). We randomly assign people to computer stations rather than just allow them to sit at any station they want (unless there's a compelling reason for them to sit near someone - parent/child, classmates working on a group project; or if they're disabled and need an end computer or something like that). The request for picture i.d./issuance of guest passes helps us make sure that someone who was trespassed from the library doesn't use someone else's name to use a computer. So long story short, security reasons. :)

Guests in the Roseville Public Library who do not have a Roseville card or a card from a member library of the Suburban Library Cooperative may purchase a guest pass to use the Internet.  They do not have to pay to attend any programs that are already free (we charge a nominal materials fee to all attendees for some of our craft programs) and may use materials in the library but may not check them out.

Jacalynn Harvey – Director - Roseville Public Library

We do not charge non-Canton cardholders to use a computer or access our wireless. We have no sign-ups at all; patrons sit down at any available computer. There is a splash screen to log in to the wifi, but no library card number is requested; just click “Accept.”

We do not charge non-Canton cardholders to attend library programs; we do register for programs using a library card, but we reciprocate with other libraries in The Library Network, so (for example) an Ypsilanti District Library patron could register their YDL card with us, and once in our system, could register for our library programs such as story-time, at no additional charge.

Non-Canton cardholders cannot place holds on our materials; they cannot check out more than ten items at a time; they cannot get ILL from us; they cannot get remote database access; they cannot use our Overdrive ebooks; they cannot use our Hoopla music/audiobook/movie/ebook service; they cannot access our Zinio digital magazines.

We do charge non-residents to [rent a meeting room](http://www.cantonpl.org/sites/default/files/CPL_Meeting_Room_Policy.pdf), $200 for up to four hours.

Eva

We do not charge non-cardholders for anything different from cardholders.   Some programs have a small speaker fee, but anyone who attends must pay, whether or not you have a card does not matter.  Same for using computers and all other services.

Some things we did to raise a little more money to help with finances:

1) Opened our fax machine to the public.  We charge $1.00 per page (including the cover page) to send and receive faxes.  We average about $40.00 a week.

2) We charge for-profit groups to use our meeting room $25.00 per hour.  We also allow for after-hours use of the meeting rooms.  In this case, we charge $25.00 per hour regardless of profit status.

3) We started an adopt-a-magazine program and approached all the local businesses.  For the cost of a one year subscription, we put a label of recognition on each issue.  We also advertised that people can adopt a magazine in memory or in honor of someone.  We have about 25 magazines paid for each year now.  It’s really nice in election years, as many local politicians want to look good to the public.

4) We just started accepting credit and debit cards.  This has really made an impact on people paying off their fines and such.

Holly Hentz – Director - Hamburg Township Library

Peter White PL allows non-card patrons to attend any and all programs.

They can use wireless and also print if needed. They can use our free 15-minute computer stations. They can read anything in-house, and ask questions. What they cannot do is check out items and use the computers (other than the free 15-minute stations). If they need to use a computer for more than 15 minutes they can buy a $2.00 pass which gives them 3 hours. Cathy

We are a small library so we have an open card policy.  Anyone can get a card with us and use our services at no extra charge.

Pamela Withrow, Director

Forsyth Township Public Library