

# City of Mississauga Corporate Report

Date: September 30, 2022

To: Chair and Members of Budget Committee - Fees and Charges

From: Jodi Robillos, Commissioner of Community Services

Originator's files:

Meeting date:  
November 30, 2022

## Subject

### 2023 Library Fees and Charges

## Recommendation

1. That the Library Fees and Charges incorporating new, revised and existing Library Fees as outlined in Appendix 1 attached to the Corporate Report dated September 30, 2022 from the Commissioner of Community Services entitled "2023 Library Fees and Charges" be approved.
2. That User Fees and Charges By-law 0247-2021, as amended, be repealed effective at the end of December 31, 2021.
3. That a consolidated fees and charges by-law, effective January 1, 2023, which will incorporate the approved fees and charges of various City departments, be enacted to incorporate and establish the new revised, and existing Library Fees and charges as outlined in the Corporate Report dated September 30, 2022 from the Commissioner of Community Services entitled, "2023 Library Fees and Charges".

## Executive Summary

- The Library reviews fees and charges annually for the Library Board and Council's approval.
- The Library is recommending the elimination of the Hold Not Picked Up fee in order to promote equitable access to library services.
- The Library has introduced a processing fee as part of the 2022 fines elimination project.
- The Library has introduced cost recovery fees associated with new Maker equipment available in libraries.
- The remainder of the Library's fees and charges remain unchanged from 2022.

## Background

The Mississauga Public Library Board (Board) reviews fees and charges annually, making adjustments as necessary. These include cost recovery fees as appropriate, establishing charges for new services and eliminating charges for services that are no longer offered. The resulting Fees and Charges Schedule is then considered by Council, and if approved, included in the City-wide Fees and Charges By-law.

The Library's preliminary 2023 Fees and Charges Schedule (Appendix 1) was considered and approved by the Board at the September 14<sup>th</sup>, 2022 Board meeting.

## Comments

In January 2022, with approval from the Board and Council, the Library eliminated fines for overdue materials. This change was in alignment with best practices in the library sector, and supported by feedback received through the 2018 Community Engagement Study. Based on staff analysis, and benchmarking across Canadian libraries participating in fines elimination, it was recommended that a new Processing Fee for lost materials be introduced as a strategy to encourage the return of items to the Library. With the shift towards more digital lending and a new auto-renewals process on borrowed materials, it is not expected that there will be a large amount of customers impacted by this fee.

The Hold Not Picked Up fee was also examined as a part of the fines elimination project as it relates to revenue, procedure, consistency and community barriers. In support of equitable access, it is recommended that this fee is eliminated. With many customers transitioning away from exclusively borrowing print material to accessing digital resources, this change in fees supports modernization of and consistency with customer experience. As there are no fees incurred from placing holds on digital items, aligning this with physical borrowing practices will also create more consistency with service delivery. Furthermore, in the 2018 Community Engagement Study, it was clearly demonstrated that even the possibility of accruing fines is a significant obstacle for some Mississauga residents, creating a barrier for those who are not able or willing to assume a financial risk.

In May 2022, with the opening of the Malton Library Makerspace, a new Cricut machine and button maker have been made available at the Library. As these new technologies require material consumption, fees associated with material use have been added to the 2023 Fees & Charges Schedule. Similar to 3D printing charges, these fees are for cost recovery.

## Financial Impact

Most changes to the Library's fees and charges are the result of housekeeping recommendations and have no financial impact. The Maker fees are in place to support cost recovery and the elimination of the Hold Not Picked Up fee are expected to have minimal to zero dollars net impact.

## Conclusion

The Board reviews fees and charges annually, making adjustments as necessary. These include cost recovery fees as appropriate, establishing charges for new services and eliminating charges for services that are no longer offered. Staff conducted analysis which determined the need for a new processing fee for lost items, and the elimination of the Hold Not Picked Up fee to ensure equitable access. Cost recovery fees for new technology in Makerspaces have also been identified. All other fees and charges remain unchanged.

## Attachments

Appendix 1: 2023 Library Fines and Fees Schedule

A handwritten signature in black ink, reading "Jodi Robillos", is positioned above a solid black horizontal line.

Jodi Robillos, Commissioner of Community Services

Prepared by: Rona O'Banion, Director, Library