

Policy Name: Fees and Charges

Adoption Date: 1/19/2022

Supersedes: *Fees and Charges #10.13, Rev. 1/20/2021*

BACKGROUND

This policy identifies charges the library may issue to a patron as it relates to damaged or missing circulation items. It also ensures that the Library remains a responsible steward of public funds, holds borrowers accountable for the loss or damage of public materials purchased with public funds, and is able to provide continued access to essential services at reasonable prices.

POLICY INTENT

Tacoma Public Library Materials

Items borrowed from the Library are considered lost when they are 81 days overdue. Full refunds are issued if the item is returned within 90-days from the date the charge appears on the patron account.

The Library charges current replacement cost for damaged material. Damaged material includes, but is not limited to melted, warped, cracked or broken discs, and any material chewed, written in, stained, or liquid damaged.

The Library does not charge for damage that is a result of normal wear and tear on items or containers. There is no charge for erased computer discs or other damage caused by playback equipment.

Whenever possible the library will replace pieces or parts; if replacement pieces are not available the full cost of the item will be charged.

Interlibrary Loans

When TPL incurs an expense from the loaning library due to a lost or damaged Interlibrary Loan that item expense will be charged to the patron's library account.

Printing, Photocopying, and Faxing The Library charges a fee for services, including but not limited to printing, photocopying and faxing. Fees for these services or the purchase of surplus or miscellaneous items (Including but not limited to thumb drives, reusable bags etc) will not exceed the actual recovery cost of the service or miscellaneous item.

All those living in the City of Tacoma, and those who meet any of the following criteria are eligible for a free library card:

- Resides in Pierce County (not including Carbonado, Fircrest, Roy, or Ruston); or Resides in King County (not including Hunt's Point, and Yarrow Point) and has a Seattle and/or King County Library System card (must present card)
- Owns property in the City of Tacoma

- Has a business license from the City of Tacoma and is able to present evidence of a Business & Occupation (B&O) license
- Current City of Tacoma employee and able to present a current pay stub or city employee identification badge
- Current full-time employee of Tacoma Public Schools and able to present Tacoma Public School identification

Tacoma Public Library collections and resources are also accessible to those not meeting any of the criteria above. The fee schedule is maintained and updated annually by the Library Director.

Fines and charges will remain on patron accounts until they are either paid or written off as uncollectable. Uncollectable charges are those that have remained on patron accounts for at least five years.

At staff's discretion, fees may also be waived for reasons of hardship or extenuating circumstances according to the schedule below:

- Staff may waive fees up to \$50.
- Managers and supervisors may waive fees up to \$150.
- Removal of fees over \$150 are subject to Director, Assistant Director, or Finance Manager approval.

All fees waived for an employee of the library must be approved by a manager.

STRATEGIC PLAN ALIGNMENT

This policy supports the following library strategic priorities:

Tacoma Public Library recognizes that library usage trends have shifted in recent years. More and more patrons rely on the Library for checking out items, and for access to modern technology. Access to technology, internet, and WIFI are all important components of equitable access which can lead to economic opportunity, educational opportunities, and community engagement. The Library strives to provide these opportunities at as low of a cost as possible, assessing and implementing a fair fee/charge policy that ensures it is an integral partner in a sustainable and thriving Tacoma.

X	Equity and Access We are committed to racial equity and social justice. It guides our work in serving Tacoma's diverse communities, especially the most vulnerable and underserved.	X	Cultivate and Engage Community We will be the center for connecting people, ideas, and places.
	Learning, Creativity, and Innovation We will be the place for learning, discovery, and innovation.	X	Responsible and Resilient We will be an integral partner in a sustainable network that supports a thriving Tacoma.
	Investment in Youth We believe that youth are the future and will prioritize services, programs, and partnerships that nurture and develop young minds.		

RELATED DOCUMENTS & LINKS

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POLICY HISTORY

Action	Date	Notes
Fees and Charges Drafted	1/20/21	Revised and adopted
Fees and Charges Revisions	1/19/22	Revision and adoption