

PROCEDURES FOR FEES AND SERVICE CHARGES

1.0 Membership Fees

1.1 Eligibility for Membership:

- Membership with the Richmond Hill Public Library (RHPL) is free for individuals who reside, work, attend school, or own property in Richmond Hill or any of the York Public Libraries Partnership (YRPLP) municipalities.
- Members who are residing in Richmond Hill temporarily without a proof of a permanent address in Richmond Hill can obtain a Library card for a monthly fee of \$5.00 up to a total of six (6) months, after which the non-resident annual fee would apply. Provision of permanent address and temporary local address are required.
- The annual non-resident membership fee is \$60.00 per person.

1.2 Issuance of Membership Cards:

- Replacement of lost or damaged membership cards will incur a charge of \$2.00.

3.0 Lost and Damaged Materials

3.1 Responsibility:

- Customers are responsible for all library materials checked out on their record.

3.2 Charges:

- Charges for lost or damaged materials will be based on the full replacement cost, including acquisition, cataloging, and processing fees. HST will be applied to all non-print materials.
- A non-refundable processing fee of \$5.50 plus HST will be collected for each lost or damaged item, excluding magazines. Replacement copies are not accepted.

4.0 Copying of Material/Printing

4.1 Copyright Compliance:

- All copying of materials must comply with Canadian copyright laws.

4.2 Printing Costs:

- Printing services are available at designated machines.
 - Copy card: \$1.00
 - Black and white printing: \$0.15/page
 - Colour printing: \$0.40/page
 - Scanning: \$0.05/page

5.0 Interlibrary Loans Fees

5.1 Responsibility:

- Customers are responsible for lost or damaged materials borrowed through interlibrary loans.

5.2 Charges:

- A non-refundable processing fee of \$5.50 plus HST will be collected for each lost or damaged item.

6.0 Program Registration Fees

6.1 Fee Determination:

- Program fees are determined individually to cover costs for external resources and materials.

6.2 Refunds:

- A 20% administration fee will be charged for each requested registration fee refund.
- No refunds will be issued after a program has commenced.

7.0 Meeting Room Rental Fees

7.1 Booking Rates:

- Meeting rooms are available for rent in 3-hour blocks or part thereof, with additional charges for extended time. The rates can be found here, on our website:
<https://www.rhpl.ca/library-services/book-meeting-space>

7.2 Refunds:

- Refunds for prepaid bookings are subject to a 20% administrative fee if canceled at least seven (7) days before the booking date.
- Cancellations made within seven (7) days of the booking are non-refundable.

8.0 Filming and Photography Procedures

8.1 Usage Fees:

- Commercial filming and photography are permitted in the Library with prior approval and payment of applicable fees.

8.2 Fee Structure:

- A non-refundable administration fee of \$541.20 plus HST is payable at the time of application.
- Daily usage fees are \$1,623.65 plus HST.

9.0 Returned (N.S.F.) Cheques

9.1 Service Charge:

- A \$43.00 service charge is applied to N.S.F. cheques received as payment.

10.0 Proctoring Fees

10.1 Examination Proctoring:

- Proctoring services are offered for a fee of \$40.00 plus HST.

11.0 Collection Agency Fees

11.1 Utilization of Agency:

- Customers with overdue, unpaid bills may be referred to a third-party Collection Agency, incurring a non-refundable fee of \$20.