

Processing Fees Summary

- 32 of 42 libraries responded to survey
- 27 libraries do NOT use any sort of processing fee
 - 8 state that they charge full retail price for replacement even though they purchase materials at a discount – this is considered a sufficient markup to cover processing
 - 10 say they might consider using processing fees
 - 8 say they are not interested in processing fees
- 5 libraries DO use processing fees
 - 1 library has automatic lost item processing fees applied
 - 2 libraries apply manual bills after an item becomes lost
 - 1 library charges \$5 for books, \$10 for AV materials
 - 1 library charges processing fees only for lost components: booklets, instructions, bags for sets
 - 2 libraries roll processing fees into the item replacement price

Other comments

- Damaged materials are trickier
 - 1 library mentioned a negative experience when their patron was billed by another library for an item that the owning library considered damaged, but the circulating library did not. This library further added that the fee charged was too much.
 - 1 library mentioned that they charge separate bills for damaged components, such as barcodes, plastic covers, etc. – things that are repairable

Automatic Processing Fee setup

- Set up by library
- Only supports one fee amount (per library), regardless of material type
- Option to void or retain processing fee bill when item is returned

Possible Recommendations for Lost Materials Processing Fees

- Libraries that do use processing fees should:
 - Set up the system-generated bills, to be created at the same time the item becomes lost (works for both staff marked lost items, and overdue-lost items)
OR
 - Roll the fee into the item price
- Processing fees are NOT required
- Any library deciding to start using processing fees should use one of the standard methods, NOT manual after-the-fact bills; contact PLS to set up automatic processing bill if needed

Library	Use processing fees?	If yes, how?	If no...	Other
ALLENSHILL	No		May be interested	Board decision
ARCADE	No		Use full price; differential btwn purchase cost covers processing	
AVON				
BELL / Nunda				
BLOOMFIELD	Yes	System set up to apply bill on item being marked lost		\$3
BRISTOL	No		Use full price; differential btwn purchase cost covers processing	Accepts new replacement copies
CALEDONIA	No		Not interested	
CLIFTON Springs	No		Not interested	
CLYDE	No		Use full price; differential btwn purchase cost covers processing	
CORDELIA / Castile	No		Not interested	
DANSVILLE	No		May be interested	Charges for postage for notices/bills (\$0.50/overdue, \$1 for bill) added as bills to patron account
EAGLE / BLISS				
GAINESVILL / Silver Springs				
GENEVA				
GORHAM	No		Use full price; differential btwn purchase cost covers processing	
HONEOYE	No		Not interested	
LIMA	No		Not interested	Prefers not to increase any fees or fines
LIVONIA	No		May be interested	
LYONS	No		Full item price sufficient; not interested in separate fees	May charge if parts - barcode, cover, etc. - are damaged, use separate bill
MACEDON	No		Use full price; differential btwn purchase cost covers processing	
MARION				
MTMORRIS	No		May be interested	
NAPLES	No		May be interested	
NEWARK	Yes	Manual bill after item becomes lost		Book items \$5, AV \$10
NUNDA				
ONTARIO	No		May be interested	
PALMYRA	Yes	Manual bill after item becomes lost		\$5 fee for lost videogame case or instructions, bag for children's book/CD set; full price sufficient otherwise
PERRY				
PHELPS	No		Not interested	
PIKE	No		May be interested	
REDCREEK				
REDJACKET	No		May be interested	School applies a processing fee of \$2
ROSE	No		May be interested	
SODUS	No		Full item price sufficient; not interested in separate fees	
STEVENS / Attica	No		Full item price sufficient; not interested in separate fees	
VICTOR				
WADSWORTH / Geneseo	Yes	Include in price		
WALWORTH	No			Loss of items is a "cost of doing business"; have had "very negative" experience with another library that does charge fees for damage.
WARSAW	No		Not interested	
WILLIAMSON	No		May be interested	
WOLCOTT	No		Not interested	
WOOD / Canandaigua				
WYOMING	Yes	Include in price		