LATE RETURN CHARGES	2016/17	2016/17 CONCESSION £
Daily charge: aged 0 – 17	0.00	0.00
Daily charge: aged 18+	0.20	0.10
Maximum charge (books)	12.60	6.30
Maximum charge (audio visual items)	14.80	7.40
British Library loans	At cost	At cost
Lost items	At cost	At cost
Damaged items	At cost	At cost

REPLACEMENT LIBRARY CARD	2016/17	2016/17 CONCESSION £
Aged 0 – 17	1.25	0.60
Aged 18+	2.40	1.20
REPLACEMENT RICHMOND CARD	2016/17	2016/17 CONCESSION £
REPLACEMENT RICHMOND CARD  Richmond Card (first replacement)	<b>2016/17</b> 0.00	2016/17 CONCESSION £ 0.00

RESERVATION CHARGES	2016/17	2016/17 CONCESSION £
(a) Items in stock in Richmond upon Thames		
All ages	0.00	0.00
(b) Items in stock in the SELMS Consortium		
All ages (Statutory Fixed Charge)	3.00	3.00
(c) Items not in stock in the SELMS Consortium		
Inter-Library Loan reservations	6.00 - 12.00	50% of cost (Min. cost £4.20)
Inter-Library Loan renewals	At cost	At cost





RESERVATION CHARGES	2016/17	2016/17 CONCESSION £
(d) Items from the British Library		
British Library reservations	At cost	At cost
British Library reservation renewals	At cost	At cost
Periodical article from BL holdings – electronic	At cost	At cost
Periodical article from non-BL holdings - electronic	At cost	At cost
Periodical article from BL holdings – hard copy	At cost	At cost
Periodical article from non-BL holdings – hard copy	At cost	At cost
British Library penalties	At cost	At cost
(e) Reservations for and loan of drama sets and vocal scores		
Up to 25 parts	18.00	18.00
26 – 50 parts	36.00	36.00
51 – 75 parts	54.00	54.00
76 – 100 parts	72.00	72.00

Overdue charge – a repeat loan charge is made once the requested return date has passed. Part-returns will not be accepted.

NOTIFICATION CHARGES	2016/17	2016/17 CONCESSION £
Postal notifications	At cost	At cost
Email notifications	0.00	0.00
Email pre-notifications	0.00	0.00

MEDIA HIRE CHARGES	2016/17 STANDARD £	2016/17 CONCESSION £
Audio books	0.00	0.00
Music CDs	0.50	0.50
DVD – Children's	0.80	0.80
DVD – U/E/PG/Adult	1.05	1.05
DVD – 12A / 12	1.05	1.05
DVD - 15	1.05	1.05

MEDIA HIRE CHARGES	2016/17 STANDARD £	2016/17 CONCESSION £
DVD – 18	1.05	1.05
DVD Box set – Children's	3.15	3.15
DVD Box set – U/E/PG/Adult	5.25	5.25
DVD Box set – 12A/12	5.25	5.25
DVD Box set – 15	5.25	5.25
DVD Box set – 18	5.25	5.25
Language course – short	1.65	0.85
Language course – full	3.30	1.60
Language course – English language	0.00	0.00
Instructional DVD	1.00	1.00

PHOTOCOPYING, PRINTING AND DIGITAL IMAGES	2016/17	2016/17 CONCESSION £
A4 photocopy – black/white	0.10	0.10
A4 photocopy – colour	1.00	1.00
A3 photocopy – black/white	0.20	0.20
A3 photocopy – colour	2.00	2.00
A4 printing – black/white	0.10	0.10
A4 printing – colour	1.00	1.00
A4 reader – printer	0.50	0.50
A3 reader – printer	1.00	1.00

LOCAL STUDIES AND ARCHIVE – INFORMATION AND REFERENCE LIBRARY	2016/17 £	2016/17 CONCESSION £
(a) Self-service photography (applies to Information & Reference Library materials with copyright disclaimer)		
1 – 50 images – educational	6.00	6.00
1 – 20 images – non-commercial	6.00	6.00
1 – 10 images – commercial	12.00	12.00
(b) Photographic orders: non-commercial use		
7"×5"	8.40	8.40
8"×6"	9.60	9.60
10"×8"	10.75	10.75
12"×10"	11.80	11.80
Negative	9.60	9.60
(c) Photographic orders: commercial use		
1 – 5 images (per image)	124.00	124.00
Additional images (per image)	12.50	12.50
(d) Research fees		
First 15 minutes	0.00	0.00
Per hour	23.00	23.00
(e) Staff assisted scanning		
Digital image – black/white	1.20	1.20
Digital image – colour	2.40	2.40

HALL AND MEETING ROOM HIRE	2016/17 £	2016/17 CONCESSION £
Arthur Burrell Room	23.00	11.50
Twickenham Library Meeting Room	12.00	6.50
Twickenham Library Lecture Room	23.00	11.50
Ham Library Community Space	23.00	11.50
Castelnau Library Hall – during normal opening hours	16.00	11.00
Castelnau Library Hall – outside normal opening hours	28.00	17.00

HALL AND MEETING ROOM HIRE	2016/17 £	2016/17 CONCESSION £
Old Town Hall Seminar Room	23.10	16.80
Whittaker Ellis Suite – during normal opening hours	50.00	37.00
Whittaker Ellis Suite – outside normal opening hours	150.00	105.00
Riverside Room – during normal opening hours (minimum 3 hour booking)	75.00	50.00
Riverside Room – outside normal opening hours (minimum 3 hour booking)	250.00	160.00

ICT SERVICES	2016/17 £	2016/17 CONCESSION £
People's Network – library member	0.00	0.00
People's Network – visitor	0.00	0.00
Wifi	0.00	0.00
DVD/CD-RW	1.80	1.80
USB flash drive	At cost	At cost

LIBRARY EVENTS / ACTIVITIES	2016/17 £	2016/17 CONCESSION £
Author events	At cost	At cost
Adult events: Local History talks, Adult Learners Week events.	At cost	At cost
Tiny Teddies	0.00	0.00
Family Learning events	0.00	0.00
ICT Basic Taster Sessions	0.00	0.00
Children's author events	0.00	0.00