

# Sustainable Communities

## Customer Services

Description	Charge 2021/2022 (\$)	Charge 2022/2023 (\$)	Charge 2023/2024 (\$)
<b>Requests, searches, and enquires</b>			
Printing from internet – black & white (per page)	0.40	0.40	0.40
Printing from internet – colour (per page)	0.70	0.70	0.70
<b>Electronic communications</b>			
Fax Transaction Fee	3.00	3.00	3.00
Emailing documents	2.00	2.00	2.00
<b>Photocopying</b>			
Black & white – per page	0.40	0.40	0.40
Colour – per page	0.70	0.70	0.70
Photocopy/printing of CV/resume	Up to 5 copies free	Up to 5 copies free	Up to 5 copies free

## Library Services

Description	Charge 2021/2022 (\$)	Charge 2022/2023 (\$)	Charge 2023/2024 (\$)
<b>Books</b>			
4 weeks no renewal	Free of charge	Free of charge	Free of charge
Book renewal after 4 weeks (per book)	2.00	2.00	2.00
Reserve/hold fee	2.00	2.00	2.00
<b>Magazines</b>			
General – two weeks	0.50	0.50	0.50
<b>DVDs</b>			
Library New Release	4.00 first week & .50 per day thereafter	4.00 first week & .50 per day thereafter	4.00 first week & .50 per day thereafter
Library New Release Junior	3.00 first week & .50 per day thereafter	3.00 first week & .50 per day thereafter	3.00 first week & .50 per day thereafter
Library Older Release Adult	1.00 first week & .50 per day thereafter	1.00 first week & .50 per day thereafter	1.00 first week & .50 per day thereafter
Library Older Release Junior	1.00 first week & .50 per day thereafter	1.00 first week & .50 per day thereafter	1.00 first week & .50 per day thereafter
<b>Card fees</b>			
Replacement card	3.00	3.00	3.00
Inter-loan charge	7.00 + charges incurred	7.00 + charges incurred	7.00 + charges incurred

Description	Charge 2021/2022 (\$)	Charge 2022/2023 (\$)	Charge 2023/2024 (\$)
<b>Withdrawn For Sale</b>			
Adult Books	3.00 per book or buy 5 and get one for free	3.00 per book or buy 5 and get one for free	3.00 per book or buy 5 and get one for free
Adult Books Bundle	15.00	15.00	15.00
Junior Books	1.50 per book or buy 5 and get one for free	1.50 per book or buy 5 and get one for free	1.50 per book or buy 5 and get one for free
Junior Books Bundle	7.50	7.50	7.50
All DVDs	3.00 per DVD or buy 5 and get one for free	3.00 per DVD or buy 5 and get one for free	3.00 per DVD or buy 5 and get one for free
All DVDs Bundle	15.00	15.00	15.00
Magazines	.50 per magazine or buy 5 and get one for free	.50 per magazine or buy 5 and get one for free	.50 per magazine or buy 5 and get one for free
Magazines Bundle	2.50	2.50	2.50
Special Book Sales (prices may vary per item during special sales periods)	3.00	3.00	3.00
<b>Library Membership</b>			
District ratepayers & residents	Free of charge	Free of charge	Free of charge
Out-of-district non-residents and non-ratepayers (per year)	80.00	80.00	80.00
<b>Requests, searches &amp; enquires</b>			
Research enquiry (per hour or part thereof)	70.00	70.00	70.00
Temporary DVD only membership non-residents Bond (Raglan office only)	A bond of \$30 is required and a full refund will be issued at the return of all items and temporary membership card. No refund will be given if the item or temporary card is lost or damaged.		
<b>Laminating</b>			
A5	2.00	2.00	2.00
A4	3.00	3.00	3.00
A3	5.00	5.00	5.00
<b>Damaged/lost items</b>			
Major damage	Full replacement cost	Full replacement cost	Full replacement cost
Minor damage	5.00	5.00	5.00
Lost items	Full replacement cost	Full replacement cost	Full replacement cost
<b>Library Merchandise</b>			
library merchandise may be sold at times on a cost recovery basis	Full replacement cost	Full replacement cost	Full replacement cost