Minute No. 562
Report - Standing Policy Committee on Protection and Community Services - October 14, 2004

Item No. 6 Library Services - No Show Computer Booking Fine
File L-1

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

The Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Protection and Community Services, as amended, and submits the following to Council:

1. That a Public Access Computer 'No Show' fine be implemented within the Community Services Department's Library Services Division, effective November 1, 2004.

2. That the Proper Officers of the City be authorized to do all the things necessary to implement the intent of the foregoing.

Report - Standing Policy Committee on Protection and Community Services - October 14, 2004

DECISION MAKING HISTORY:

Moved by Councillor Steeves,

That the recommendation of the Standing Policy Committee on Protection and Community Services be concurred in, as amended, by changing the effective date from October 1, 2004 to November 1, 2004, and forwarded to Council.

Carried

STANDING COMMITTEE RECOMMENDATION:

On October 14, 2004, the Standing Policy Committee on Protection and Community Services concurred in the administrative recommendation and submitted the matter to the Executive Policy Committee and Council.

ADMINISTRATIVE REPORT

RE: **No Show Computer Booking Fine**

FOR SUBMISSION TO: **Standing Policy Committee on Protection and Community Services**

ORIGINAL REPORT SIGNED BY: Ursula Stelman, Director
Community Services Department

REPORT DATE: **July 16, 2004**

RECOMMENDATION(S):

- That Council approves the implementation of a Public Access Computer 'No Show' fine within the Community Service's Department's Library Services Division, effective October 1, 2004.

REPORT SUMMARY:

Key Issues:

- The Library Services Division has approximately 360,000 Internet computer bookings annually.
- The Division estimates that library users fail to show up for approximately 1% of their computer sessions.
- The Library proposes charging a $1.00 fine for those users who book a computer and do not show up.
- The Library will raise approximately $4,000 annually from this fine by 2006.

Implications of the Recommendation(s):

General implications:
x **None**
□ **For the organization overall &/or for other departments**
□ **For the community and/or organizations external to the City**
□ **Involves a multi-year contract**
Comment(s):

Policy implications:
x **No**
□ **Yes** **Comment(s):**

Environmental implications:

x No

☐ Yes Comment(s):

Human Resources implications:

x No

☐ Yes Comment(s):

Financial implications:

x Within approved current and/or capital budget

☐ Current and/or capital budget adjustment required

Comment(s):

REASON FOR THE REPORT:

City Council approval is required for all new library fines.

HISTORY:

The Library Services Division provides public access computers for its users at all of its branches. The Library has also installed an automated booking system to manage booking sessions on these computers. The Library estimates that there are approximately 360,000 Internet bookings per year and approximately 1% of these sessions are no shows.

This proposed fine was adopted by City Council as part of the 2004-2006 operating budget.

DISCUSSION:

The Library Services Division proposes charging a $1.00 fine to those users that book a library computer but do not show up for their booking. The fine will encourage the public to only make bookings that they will use, and will therefore provide greater access for other library users.

The Library estimates raising $4,000 annually by 2006.

The new fine would take effect October 1, 2004.

Financial Impact Statement

Date: July 16, 2004

Project Name:

No Show Computer Booking Fine

First Year of Program **2004**

	2004	2005	2006	2007	2008
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Total Additional Debt Required	$ -	$ -	$ -	$ -	$ -
Current Expenditures/Revenues					
Direct Costs	$ -	$ -	$ -	$ -	$ -
Less: Incremental Revenue/Recovery	1,800	3,600	4,000	4,000	-
Net Cost/(Benefit)	$ (1,800)	$ (3,600)	$ (4,000)	$ (4,000)	$ -
Less: Existing Budget Amounts	(1,800)	(3,600)	(4,000)	(4,000)	-
Net Budget Adjustment Required	$ -	$ -	$ -	$ -	$ -

This fee is included in the departmental business plan for 2004 - 2006.

C. Wightman, Manager
Finance & Administrative Services

IN PREPARING THIS REPORT THERE WAS CONSULTATION WITH, AND CONCURRENCY BY:

THIS REPORT SUBMITTED BY:

Community Services Department
Prepared by: Rick Walker, Arthur Cohen
File No