



**CITY OF MONROVIA
LIBRARY BOARD
AGENDA REPORT**



DEPARTMENT: Community Services
Library Division

MEETING DATE: March 27, 2014

PREPARED BY: Linda Granicy, Acting Library Division Manager

AGENDA LOCATION: AR -2

TITLE: Reserve Materials Revenue and Fee Analysis

OBJECTIVE: To provide the Library Board with a report of the reserve materials revenue and fee analysis.

BACKGROUND: Libraries offer patrons the option of reserving library materials when all copies of the title are checked out. Patrons prefer this method when they want to be the next person in line to borrow an item. The library then notifies them when the book is available and being held for them to check out.

A patron can place a reserve on books, periodicals, or audiovisual material from any computer or mobile device by accessing the library's online catalog and using their library card's barcode number and PIN. During operating hours, patrons may reserve materials in person with the help of Library Staff or by calling the Library.

ANALYSIS: Libraries have traditionally charged a fee to give patrons the option to be placed in line to check out books. This was considered an added-value service requiring additional administrative management. The fee typically ranged from \$0.25 to \$1.00 per title. As technology advanced the automation of library management systems, the service required less staff time and enabled patrons with self-service options for placing reserves. As a result, many libraries discontinued charging a fee.

Staff conducted a fee analysis of surrounding libraries. Out of the fifteen local public libraries surveyed, including Monrovia, eight charge a fee of either \$0.50 or \$1. Some libraries that do not charge a fee add limitations, such as five requests at any one time, or charging \$1 for unclaimed reserves.

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RESERVE MATERIALS REVENUE SURVEY AT LOCAL LIBRARIES		
LIBRARY	FEE	LIMITATIONS
Alhambra Public Library	\$1.00	
Altadena Public Library	\$0.50	
Arcadia Public Library	\$1.00	
Azusa Public Library	\$0.50	
Burbank Public Library	\$1.00	
Los Angeles County Library System	0	
Covina Public Library	0	5 requests at any one time
Glendale Public Library	0	
Glendora Public Library	0	\$1.00 charge for unclaimed holds
Irwindale Public Library	0	
Monrovia Public Library	\$1.00	
Pasadena Public Library	0	
San Marino Crowell Public Library	\$0.50	
Sierra Madre Public Library	\$1.00	
South Pasadena Public Library	0	

ENVIRONMENTAL IMPACT: There is no environmental impact associated with this report.

FISCAL IMPACT: Revenue for the reserve materials service has nearly decreased by half from fiscal year 2009-10 to fiscal year 2012-13. This decrease is a result of the public's changing book borrowing habits and the increasing popularity of downloadable electronic books services, which charge no fees for reserving books. Patrons who prefer not to pay often request Staff to locate a copy of an item at a nearby library for them to pick up.

RESERVE MATERIALS REVENUE				
Fiscal Year	2009-10	2010-11	2011-12	2012-13
Yearly Revenue	\$858	\$882	\$794	\$495

STAFF RECOMMENDATIONS:

1. Based on the advancement of automated management systems making the reserve process more self-service for patrons, and the trend of local libraries discontinuing fees, Staff recommends discontinuing charging a fee to reserve materials.
2. For fiscal year 2012-13, the Library had 138 unclaimed reserves out of 495 reserves placed. Based on the amount of unclaimed reserves from last fiscal year, Staff recommends charging a \$1 fee for each unclaimed reserve.

OPTIONS: The Library Board has the following options to consider:

1. Discontinue charging the \$1 fee to reserve an item and add a \$1 fee for each unclaimed reserve.
2. Discontinue charging a fee to reserve an item.
3. Maintain the current fee of \$1 per item reserved.

RECOMMENDATION: Staff recommends that the Library Board move to approve option number one; discontinue charging a fee to reserve an item and charge \$1 for each unclaimed reserve as outlined in this report.

LIBRARY BOARD ACTION REQUIRED: If the Library Board concurs, the appropriate action would be a motion to: *Approve option number one, discontinue charging a fee to reserve an item and charge \$1 fee for each unclaimed reserve.*

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