

This policy is found in the CRRL Policy Manual p.29. The library recently received inquiries regarding increasing the fee for non-resident borrowers. A survey of the fees charged by comparable Virginia libraries shows that our current fee structure is comparable. Staff recommend keeping the current fee structure.

Current policy and fees:

Non-Resident Borrower

Persons not residents of the area served by CRRL may purchase CRRL cards at the yearly [from the month of application] rate of \$30.00 per family. Senior citizens (65 years or older) will be charged a \$15.00 out-of-region fee.

CRRL maintains reciprocal borrowing agreements with Caroline, Culpeper, Fauquier, Orange, and Prince William counties.

Survey of comparable Virginia library systems:

<u>Library system</u>	<u>Non-resident card fee (annual)</u>
Chesterfield	\$28.00
Fairfax	\$27.00
Fauquier	\$15.00
JMRL	\$30.00
Pamunkey	\$25.00
Prince William	\$112.00
Richmond	\$15.00

average of all reporting libraries	\$36.00
median of all reporting libraries	\$27.00

Note: Arlington and Loudoun do not offer non-resident cards.

CRRL statistics on current non-resident borrowers:

In the past year (5/1/20-4/30/21), 101 customers paid the non-resident borrower charge (63 family and 38 seniors) and the library took in \$2,460. In 2019 (the last full year unaffected by the pandemic), 151 customers paid the non-resident borrower charge (108 family and 43 seniors) and the library took in \$3,885.

Customers listed as "Other" on the FY21 Q3 Quarterly Circulation report:

ILL Institutions	2,026	These represent libraries throughout the US with which CRRL exchanges inter-library loans
Institutional Borrowers	26	These are institutions within our jurisdictions to which we supply materials (e.g. Juvenile Detention Center)
Reciprocal Cardholders	6,663	These are customers from neighboring jurisdictions who have a CRRL card through our reciprocal borrowing agreements. Not all of these cards have been used in the past year.
Other non-resident borrowers	1,902	These are customers who have requested and paid for a CRRL Card. This includes cards which are currently expired and cannot be used until the customer renews by paying the annual fee.
Total	10,617	