

## **Donation-based model for copy, printing & faxing**

### **Rationale:**

The mission of the Plum Borough Community Library is to provide the residents of Plum with free and equal access to all library materials and services. The library should be a happy, safe place where everyone feels welcome. The library understands that each individual has different circumstances and we would like to eliminate this barrier of access to library use. As a result, the members of the community will choose a donation amount to pay for copies, prints and faxes.

Switching to a donation-based model for these services will improve customer service and foster a sense of goodwill amongst patrons. It will reduce negative staff interactions having to ask patrons for payment and dealing with potentially difficult customers.

### **Budget & financial implications:**

All money received from copies, prints and faxes would be considered donations beginning in 2022. During the month of September these payments we receive would count toward our matching funds we will receive.

This would not have an impact on our budget for 2022 as there is only \$100 budgeted in income for fines and fees.

### **Other libraries:**

Several other libraries in the county have switched to this model including two neighbors - Penn Hills & Monroeville. In two months since Monroeville has made the switch, they have collected more money in the donation-based model than previous months. Monroeville's library director has indicated that they have received a lot of positive feedback from the community when they made the switch. Penn Hills has offered a pay what you want model for more than a year and has had great success with the program as well.

*Approved: Nov. 16, 2021*