

Appendix 1

Charging Options for use of the library service's People's Network terminals

	Variables	Positive Benefit	Negative
Option 1 No charge	1. No charge for anyone.	Easy to understand Ease of access No booking required Don't need the charging module – yearly saving of £560.36	Without booking, there is no certainty for people coming into the library that a computer will be available (This is more pertinent in the larger libraries where there is greater demand) Crowd control needed as Individuals could use the system all day Zero income
	2 No charge for anyone but session length restricted to 1-2 hours per day. No option to pay for more time	Increases the option that people coming into the library will find an available computer. No booking required Don't need the charging module – yearly saving of £560.36	Very restricted use times– no flexibility for varying customer needs Zero income

	Variables	Positive Benefit	Negative
Option 2 Free for an initial time	Free to all for the first 30 mins . (i.e. members and non-members) Concessionary users to get additional 1 hour free. Charging will apply for additional time booked on the same working day	Long enough for most needs so could get rid of free websites Easy to work out timings of sessions Will encourage uptake of computer use. Average current session are 20 mins so ½ hour usually sufficient for most requirements.	Will require the charging module to be kept In volunteer managed libraries, users will be restricted to ½ hour use unless they had pre-booked. Reduced income
	Concessionary charges would still apply following the free period.	Positive experience for people on low income etc.	Reduced income but not zero income
	Plus for Bath Library, enable some pcs to be non bookable, quick access for a maximum of 15 mins, free for all	Minimal staff intervention required Meets needs of a lot of clients who just want to check e-mail	
Option 3 As is - Charge	60 mins free for concessionary users, following hour £1.50. Library members pay £3 per hour (can pay for part hours) non-members pay £3.60 per hour,	Generally positive experience for people on low incomes, but restricted to 1 free hour per day Income stream	Having to pay a charge puts many people off using B&NES library computers and we are aware of users who travel to Bristol, South Glos and North Somerset to gain free access.