LIBRARIES & COLLECTIONS

KING'S College LONDON

Libraries & Collections Charges & Payment Methods

The following document outlines:

- Library fines & account blocks
- Lost replacement process fee
- Inter-library loan charges
- Archives charges
- Special Collections charges
- Payment methods

Library Fines

Our aim is not to fine you, it is simply to get the books back for shared use. You would only be charged a fine for the following reasons:

- If someone requests a standard loan item (identified by either no sticker or a blue sticker) you have out on loan, you'll be notified that you have seven days to return it. If you don't return the item by this new return date it will become overdue, and you will start to be charged fines.
- Short loan items (identified by either an orange or yellow sticker) is returned late, these can only be borrowed for 24-hours (or when the library is next open) and cannot be renewed.
- Laptops are returned late, these can only be borrowed for 72 hours and cannot be renewed.

We charge the following amounts, depending on the type of item that has become overdue:

- Standard Loans: **50p per day**
- Short Loans: **50p per hour or part of an hour**
- Laptops loans: **£5 per hour or part of an hour**

Lost Replacement Process Fee

The Lost replacement process fee is charged to users when:

- If a loan is more than 7 weeks overdue our system will mark it as lost and you will be charged a replacement fee for the item.
- If the item is reported as Lost or Claimed Returned and not found.

We charge a lost replacement process fee of £45 per item. This money covers the cost of replacing the item and staff time.

Account Block

When your account becomes blocked, it means that you will be unable to borrow or reserve any further items from the library. Auto-renewals will still be in effect for any remaining standard-loan items you have.

Your library account will be blocked when either:

- You have failed to return an item that has been requested by another user within 7 days.
- The total arrears on your account reaches £10.

Your library account will also be fully blocked (completely restricted) once you complete your studies or leave the university.

Inter-Library Loan Charges

Students and staff are allocated a quota of free requests at the beginning of each academic year (see table below). Should you expend your allocated quota of free requests, you will be unable to submit more requests until you agree to extra charges. Please contact library@kcl.ac.uk for assistance.

To ensure that you are not charged unnecessarily for requests, we ask you to check that the material you require is not available through an alternative source and that an interlibrary loan is the last resort.

Staff and students registered with the King's Disability Service are allocated an unlimited number of free requests.

Annual allocation of free interlibrary loan requests

Student/Staff Category	Allocation
Undergraduate	10
Postgraduate (Taught)	25
Postgraduate (Research)	50
Staff (including NHS)	50
Registered with the Disability Service	Unlimited

Charges for the Late Return of Inter-Library Loan

There are no fines for overdue interlibrary loans (ILLs), however, if they are not returned promptly when requested, your library account may be blocked, and you may be invoiced for a replacement copy if we are charged by the external library. The British Library's standard replacement fee is £185.50.

The late return of items impacts negatively on our service. External libraries lend us material from their collections in good faith. If items are returned late, we may be unable to source further material from these libraries in future. This means that other staff and students will not have the same opportunity to obtain items that they require for their research or studies.

Archives Charges

Copying charges (including VAT)

- Standard copying charge (supplied as PDF or JPEG format): **36p per page**
- Microform printouts: **36p per page**
- High resolution images for publication (supplied as TIFF): **unbound items up to A3 size £3.60 per image; bound items or over A3 size £9.60 for first image in an order, £6 for subsequent images in the same order**

There is a £12.00 minimum charge for remote orders. This cost covers our staff retrieving the material, assessing its suitability for copying, and providing a quotation for copying the material.

Additional specific customer requirements, e.g., image enhancement, will attract an additional discretionary charge.

If the cost of copying a document comes to less than the £12.00 assessment charge, then no additional costs will be charged.

Reproduction fees (including VAT)

We operate the following outline scale of charges:

- Single use, UK rights: **£60 per image**
- Single use, world rights: **£120 per image**
- Single use for broadcast, perpetual rights: **£420 per image**

Fees may be reduced or waived for non-profit customers, academic customers, or small print runs, at our discretion. A higher fee may be charged for use in TV or film, depending on circumstances. Please contact Archives staff for more information.

All prices quoted include VAT. If your billing address is in a country exempt from VAT (most countries outside the UK, the European Union, and the European Economic Area), the VAT will automatically be deducted at the checkout if you make payment via the e-store.

Special Collections Charges

Basic charges for scan requests:

- TIFF format: **£20 for first image from each item, £10 for second and subsequent images from same item**
- JPEG format – bound items or unbound items of above A3 size: **£8 for first image from each item, £5 for second and subsequent images from same item**
- JPEG format – unbound items of up to A3 size or copies of existing images: **£3 per image**

Additional specific customer requirements, e.g., image enhancement, will attract an additional discretionary charge.

Digitisation orders will be met within ten working days of receipt of payment (individual customers) or confirmation of order (corporate customers).

All prices are exclusive of VAT.

Reproduction fees

We operate the following outline scale of charges:

- Single use, UK rights: **£50 per image**
- Single use, world rights: **£100 per image**

Fees may be reduced or waived for non-profit customers, University of London customers or small print runs, at our discretion.

Repeat usage attracts an additional fee, at our discretion. A higher fee may be charged for use in TV or film, depending on circumstances.

All prices are exclusive of VAT.

Payment Methods

Payment for fines or inter-library loans

Libraries & Collections is cashless, any payments for fines or inter-library loans are only made online.

There are different methods for users with active and expired library accounts. Please see our online payments section below for full instructions.

Users with active accounts

You can make the payment by logging into your library account (sign in via Library Search) and selecting 'My account' then 'Pay fines'. When the payment is processed via the portal the fines and/or fees will be removed from your account.

Instructions for active accounts

1. From Library Search click on Sign in in the top right.
2. Once logged in, click the 3 dots in the top navigation bar or on name, and library card.
3. Click on 'Fine + Fees' Tab in the top navigation bar.
4. Select 'Pay Fine'.
5. This will open a new page displaying the total library payments due. Click continue, and proceed to payment page.
6. You will receive two receipt emails:
    a. Library Payment Receipt
    b. King's College London – Libraries & Collections – Payment Confirmation Receipt

Users with expired accounts

For users whose library account has expired with library fines and/or lost replacement process fee, you can make a payment via the KCL eStore Expired User Library Fine Payment form. It will take up to 2 working days for the fines and/or fees to be removed from your account from payment.

Instructions for expired accounts

1. Ensure you have the correct amounts owed in fines and/or fees.
2. From the KCL eStore page **Expired User Library Fine Payment.**
3. For **Lost Items**, select the number of units until the required amount is reached, by pressing the '+' icon. For example, 1 lost book is 1 unit, 3 lost books is 3 units.
4. Select the 'Add to Basket'.
5. For **Overdue fines,** select the number of units until the required amount is reached, by pressing the '+' icon. One unit = 50p. For example, an overdue fine amount of £10, the number of units is 20. £2 would be 4 units.
6. Then Select the 'Add to Basket'.
7. Proceed to checkout.
8. For first-time users, they will need to input their email and details to store for any future payments/visits. If already registered, they enter their Email address and Password.
9. K Number, h number, or membership number entered and select 'Continue', and proceed to payment.
10. Receipt for payment is received.

Note: the removal of the fines and/or fees from your library account can take up to 2 working days. A confirmation email will be sent when the fines and/or fees have been removed from your account.

Option for payment via your printing credit and Papercut.

This option will be available until late 2026

1. From Library Search click on Sign in in the top right.
2. Once logged in, click the 3 dots in the top navigation bar or on name, and library card.
3. Click on 'Fine + Fees' Tab in the top navigation bar.
4. Click on Pay Library Charges.
5. If your account is showing 'Accumulating charges', click close and click on the Renew all button in Loans, then return to the 'Pay charges' screen (or in the Library Catalogue, click on Renew all).
6. Select the charges you want to pay, then click the Pay button.
7. If the charges you wish to pay are greater than your available printer credit, then you will need to **add print credit** before continuing.

Payments for Archives & Special Collections Services

Payments for the Archives and Special Collections services set out above can be made online via the King's College London Archives Services eStore, or Special Collections eStore. Customers do not need to be members of the library to use the eStore.