



## POLICY

SECTION: 5.11

SUBJECT: Fax Service

Richmond Public Library (RPL) provides outgoing fax service to the general public for a fee. This service allows our patrons to send local and long distance fax transmittals to U.S. phone numbers with the following guidelines:

- Library staff will operate the fax machine for the general public at all times.
- Cover pages are required at no charge for all fax transmittals.
- There is a maximum of 20 pages per fax, including cover page.
- Patrons must be present to send a fax; one may not leave their material to be sent at a later time.
- All material must be in a condition acceptable to the fax equipment (free of wrinkles, folds, tears, etc.). Materials not in acceptable condition may be photocopied at patrons' expense.
- The fax machine will transmit letter or legal size paper.
- Fax service will cease 15 minutes prior to scheduled closing time.
- Patrons will be given a receipt of fax transmission. Transmission errors are common, and print quality is variable and not controllable by the Library.
- RPL is not responsible for the successful transmission or any damage/loss of data arising from the use of this service.

## Fees:

- Local (Including 800 numbers): \$0.50/per page
- Long Distance: \$1.00/per page

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Approved: July 2013  
Revised: March 28, 2018  
Reviewed: April 2022