



RICHMOND PUBLIC LIBRARY

Title: Fax Service Policy

Policy Number: 05.11

Revised Date: 07/23/2025

The Richmond Public Library provides outgoing fax service to the general public. This service allows our patrons to send local and long-distance fax transmittals to U.S. phone numbers with the following guidelines:

- 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.
- Patrons will be given a receipt/confirmation page of fax transmission. Transmission errors are common, and print quality is variable and not controllable by the Library.
- Richmond Public Library is not responsible for the successful transmission or any damage/loss of data arising from the use of this service.

Fees:

- Local/Long Distance (Including 800 numbers):
 - Self Service Fax/Scan – Free
 - Staff Assisted faxing costs:
 - **In-Area code 804:** \$.50 per page, excluding cover page
 - **Out of Area, long distance:** \$1.00 per page, excluding cover page

Approved: July 2013
Revised: March 28, 2018
Reviewed: May 2, 2023
Revised: July 23, 2025