

⑩

Tom Krakow
 706 Emory Drive
 Chapel Hill, NC 27517
 919-942-2792

Director
 Chapel Hill Public Library
 Chapel Hill, North Carolina 27514

August 17, 2002

Hello,

I have been a user of your Interlibrary Loan Services for a number of years, and have found the service to be very useful and efficient. It's availability and affordability is a valued resource of the Library.

Recently however, there was a dramatic increase in the patron charge for ILL. The previous modest charge of \$1.00 seemed reasonable. I can even understand that an increase was in order to cover increased mailing costs, and to reduce frivolous requests. However, a 10 fold increase seems astonishing!

I have checked with other public libraries in the area to see how Chapel Hill compares to its neighbors. The results of my phone survey are as follows:

Chapel Hill Public Library	\$10.00
Durham Public Library	Free
Wake County Library	Free
Greensboro Public Library	Free
High Point Public Library	Free

Clearly the CHPL is dramatically more expensive than our neighboring municipalities. I would like to ask that the Library reconsider its dramatic price increase for ILL. Chapel Hill should be a leader in open and affordable library services to the community and not an elite service affordable only to Chapel Hill's more affluent patrons.

Sincerely,



Tom Krakow