

"Fine Free"

WHY:

The Library's goal is to make sure all customers can enjoy the books and services we have to offer. Overdue fines can prevent some people, especially children, from checking out books & other materials. The Library wants to encourage customers to borrow items and return them so others can have equal access to the collection to enjoy.

HOW IT (might) WORK:

Send notices to cardholders regarding overdue materials giving a reminder it's due, automatically renewing, also with notification that once the item has hit its max auto-renewal, they will have purchased the item with no recourse.

Items on the hold list not returned will also receive a phone call from staff requesting return of the item. (Learning period)

BIG media/marketing push to announce "fine free"

EMAIL AND/OR PHONE CALLS:

Customers will continue to receive overdue notices/emails/phone reminders for overdue items. Every notice will have a line saying after 60 days they will receive an invoice saying they have "purchased" the item, no refund after that point.

RENEWAL POLICY:

Remains the same

LIBRARY FUNDING:

48% funding from the Library Fund (property taxes, room reservations, library processing fees, donations, etc.), and 52% General Fund. Overdue fines make up less than 1/2 of 1% of the Library revenues.

DIFFERENCE BETWEEN A "FINE" AND A "FEE"

Fines are punitive. Fees are for library services and products such as library cards, copying, processing replacement materials, etc.

WHAT THE LIBRARY IS DOING TO GET MATERIALS BACK:

The Library will continue to impose FEES for lost or damaged library materials. Customers who have long overdue materials will have their library card blocks which disables them from checking out additional physical items until the overdue materials have been returned. If an item is not returned by 60 days, it is noted as a lost item and the customer is charged a replacement fee. Checkout privilege will be suspended until the customer clears their account. Lost items would usually put the customer over the \$25 threshold and be referred to UMS (collections)

ACCOUNTS IN COLLECTIONS (UMS):

Yes, they still owe the \$10 collection fee.

INTERLIBRARY LOANS:

Fine free will NOT apply, subject to the lending library.

PAST DUE FEES/FINES:

FEES that are on a customer account must still be paid. All Overdue FINES will be waived prior to the start of this new program. Have not yet run a report to determine the total amount