



MEMORANDUM

DATE: May 7, 2013

TO: Honorable Chairman and Members
Pima County Board of Supervisors

CC: C. H. Huckelberry, County Administrator
Hank Atha, Deputy County Administrator

FROM: Pima County Public Library Advisory Board

SUBJECT: Revising Fines and Fees Schedule Policy

At the April 1, 2013 Library Advisory Board meeting the Board voted unanimously to recommend a revision to the Library Fines and Fees Schedule Policy to allow the elimination of overdue fines for children and teen collections and youth magazines. We also voted to recommend a one-time "forgiveness" waiver for all overdue fines and fees on library cards issued to children and teens to be implemented on September 1, 2013. The one time forgiveness includes overdue fines as well as any outstanding replacement costs for non-returned items. In most cases, the youth accounts are blocked only because of outstanding overdue fines.

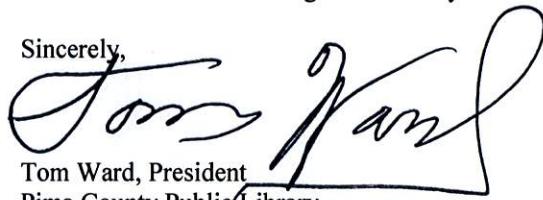
Of the 97,000 registered children and teen library cards, 45% are currently blocked and owe overdue fines and replacement fees for unreturned items, and an additional 6% have been turned over to a collection agency. Accounts are turned over to the collection agency when they reach \$50. Most youth accounts are blocked for outstanding charges of less than \$50.

The majority of these accounts remain uncollectable for a full three years until purged from the library circulation system. The County Finance Department recommended the 3 year period. A snapshot taken of blocked youth accounts on March 29, 2013, showed approximately \$990,000 in overdue fines and replacement fees for lost items that are attributable to more than 49,000 children and teen accounts. It is estimated that of the \$990,000, more than 2/3 of that figure represents youth accounts that are blocked simply because the children have accumulated overdue fines.

A one-time waiver of overdue fines and replacement fees would enable 49,000 children and teens to begin actively using and borrowing books and other materials to support their education. In addition it would remove a significant, uncollectable debt from Library accounts.

The Library Advisory Board requests approval of the Fines and Fees Schedule Policy revision. We appreciate your continued efforts in funding Pima County's outstanding public libraries in these challenging economic times.

Sincerely,



Tom Ward, President
Pima County Public Library

TW/lg



BOARD OF SUPERVISORS AGENDA ITEM SUMMARY

Requested Board Meeting Date: 05/14/13

ITEM SUMMARY, JUSTIFICATION &/or SPECIAL CONSIDERATIONS:

Revision to the Fines and Fees Schedule adopted by the Board of Supervisors sitting as the Library District Board. The Library Advisory Board recommends the following changes:

Children and teens, no matter how responsible they may be, are generally dependent upon their parents to return library books and other materials on time. As of March 29, 2013, library accounts for children and teens totaled 97,000 of which 49,106 were blocked and will remain blocked up to three years; an inactive account is purged after three years and a new card may be issued. This effectively restricts preschool and school age children from borrowing books for up to three years at a time when access to information that supports learning, literacy and reading is critical to their success in school.

Fines are only part of the equation. Of the 97,000 registered children and teen library cards, 45% are currently blocked and owe fines and fees for unreturned items, and 6% have been turned over to a collection agency. The majority of these accounts remain uncollectable for a full three years until purged from the library circulation system. As of March 29, 2013, approximately \$992,000 in fines and fees for lost items are attributable to more than 49,000 children and teen accounts. A one-time waiver of fines and fees would not only remove a significant, uncollectable debt from Library accounts, but it would enable 49,000 children and teens to begin actively using and borrowing books and other materials to support their education.

STAFF RECOMMENDATION(S):

To benefit the customer, encourage reading and literacy and remove barriers to service, the Library Board approves the elimination of overdue fines for children and teen collections and youth magazines and also approves a one-time "forgiveness" waiver of all fines and fees on library cards issued to children and teens be implemented September 1, 2013.

CORPORATE HEADQUARTERS: _____

CLERK OF BOARD USE ONLY: BOS MTG. 05/14/13

ITEM NO. _____

PIMA COUNTY COST: ____ **and/or REVENUE TO PIMA COUNTY:**\$

FUNDING SOURCE(S): _____

(i.e. General Fund, State Grant Fund, Federal Fund, Stadium D. Fund, etc.)

Advertised Public Hearing:

		YES	X	NO
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Board of Supervisors District:

1		2		3		4		5		All	X
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IMPACT:

IF APPROVED: Children and teens will have access to library materials which support their early childhood education, reading readiness, school age academic success and literacy efforts without the barrier of unpaid library fines blocking access.

IF DENIED: Children and teens will continue to incur fines, often through no fault of their own, and will be denied access to library materials.

DEPARTMENT NAME:

CONTACT PERSON: Laura Galvez **TELEPHONE NO.:** 594-5602



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

Subject: Pima County Public Library – Fines and Fees Schedule Policy	Policy Number	Page
	D 32.8	1 of 3

Purpose:

The purpose of the schedule is to outline fees and fines that may be charged to Library customers.

Policy:

The Pima County Public Library charges the fines and fees listed below to encourage the prompt return of materials and to guarantee that lost or damaged items are replaced. The Library also charges for some special services. Library Administration will review the fees periodically and recommend changes as deemed appropriate.

Arizona Resident Cardholder Annual Fee for additional reserve privileges: \$25.00

Fines for overdue materials:

	Daily	Maximum
General Collections	\$0.25	\$7.50
Children and Teen Collection(s)	\$0.10	\$3.00
Youth Magazines , Fotonovelas	\$0.10	\$1.00
General Audience Magazines	\$0.25	\$3.00

Fines waiver:

Fines for overdue materials may be waived, at the discretion of the library, when the overdue material is returned under certain circumstances. The following may be considered as potentially valid reasons to waive fines for overdue materials:

- The customer has a medical, financial, or transportation hardship.
- Proven incapacity of the cardholder responsible for the materials.
- The customer has reported the card lost or has a police report that it has been stolen.
- The customer has been deployed with the United States military.
- A minor participated in Books for Bucks program
- Customer participated in an approved fine amnesty program.

Subject: Pima County Library – Fines and Fees Schedule Policy	Policy Number D 32.8	Page 2 of 3
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- Customer lives in a residential care facility and the material is returned within 30 days of the due date.
- The overdue materials have been impounded by law enforcement.
- There has been a change in custody or guardianship of a minor resulting in confusion over responsibility for library materials.

Fines will be waived in the event that the Library has technical difficulties resulting in erroneous fines.

Staff will not waive fines or fees from their own record or for a family member. Staff will not waive fines for another staff member unless written authorization from a branch manager is provided.

Fines and Fees for Interlibrary Loan materials:

Overdue materials:	The greater of the fee set by the loaning library or \$0.50 per day up to a maximum of \$10.00. (fines may be waived under the extenuating circumstances set forth above.)
Shipping:	Actual cost.
Replacement, if lost:	Actual cost, plus any fees charged by the loaning library.
Copying of materials:	Actual cost or fee set by the loaning library, whichever is greater.

Checks Returned for Insufficient Funds: The amount of the check plus a \$25.00 Treasurer's fee. Additionally, if the amount (including the \$25.00 fee) is not paid in full within 12 days from the date notice is mailed, the check will be reported to the Pima County Attorney's Bad Check Program and additional program costs and penalties of up to \$125.00¹ will be assessed.

Collection Agency Fees: The amount owed for overdue fines, applicable replacement costs, and a \$10.00 collection fee.²

Lost or damaged materials: Unless the fine or fee is waived because of extenuating circumstances set forth above, the customer may either replace the item or pay the replacement fee established by the Library. If the customer chooses to replace the item, the replacement must be in the same format, it must be in good condition and it must be acceptable to the Library.

¹ These costs and penalties may be increased by the Bad Check Program without notice.

² If a delinquent account was turned over to Collection prior to July 1, 2006, the fee may be up to 40% of the total amount of the account.

<u>Subject:</u> Pima County Library – Fines and Fees Schedule Policy	Policy Number D 32.8	Page 3 of 3
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Library services:

Photocopying:	\$0.10 per page
Black and White Printing:	\$0.10 per page
Headphones	priced at unit cost
Fax outgoing local	\$1.00
Fax outgoing long distance	\$1.50
Fax Receiving	\$.50
Flash Drive	priced at cost of drive

Adopted: August 7, 2007
 Revised: March 17, 2009
 Revised: June 3, 2009
 Revised July 7, 2009
 Revised August 16, 2010
 Proposed revision Sept 13, 2011
 Revised: October 4, 2011
 Revised April 1, 2013
 Adopted:



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

Subject:

Pima County Public Library – Fines and Fees
Schedule Policy

Policy Number

D 32.8

Page

1 of 3

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