



Fines Free? Frankly Why Not?

Going fines free in a consortium environment

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JUST WANT TO GIVE YOU A HEADS UP!

Last night the library board voted to conduct a 6-month trial on no fines for kids and teen materials

“I hope there is a way you can set this up in Sierra”

We do not want to waive fines at checkin

They wanted to start January 1, 2019

INVESTIGATION

Trending new practice

ALA Resolution on Monetary Library Fines as a form of Social Inequity (Mid-Winter 2019)

<http://endlibraryfines.info>

Uptick in Webinars and online meetings on why and how to go fines free

We were planning to implement Automatic Renewal but had no date at that time

KEY FOR OUR MEMBERS: FIND A WAY FOR INDIVIDUAL MEMBERS TO BE FINES FREE

WHAT'S THE WORD ON FINES?

- Economic barrier to library service
- Mounting evidence that elimination of fines increases library use
- Fines create a public relations barrier and absorb valuable staff time
- Fine revenues are often less than 1% of a library's annual budget
- Fine revenue drops significantly when automatic renewal is implemented
- Libraries want to increase the rate of return of overdue materials, rather than increase fine revenue

ANOTHER VARIABLE TO THE COMPLEX CONSORTIUM RULES

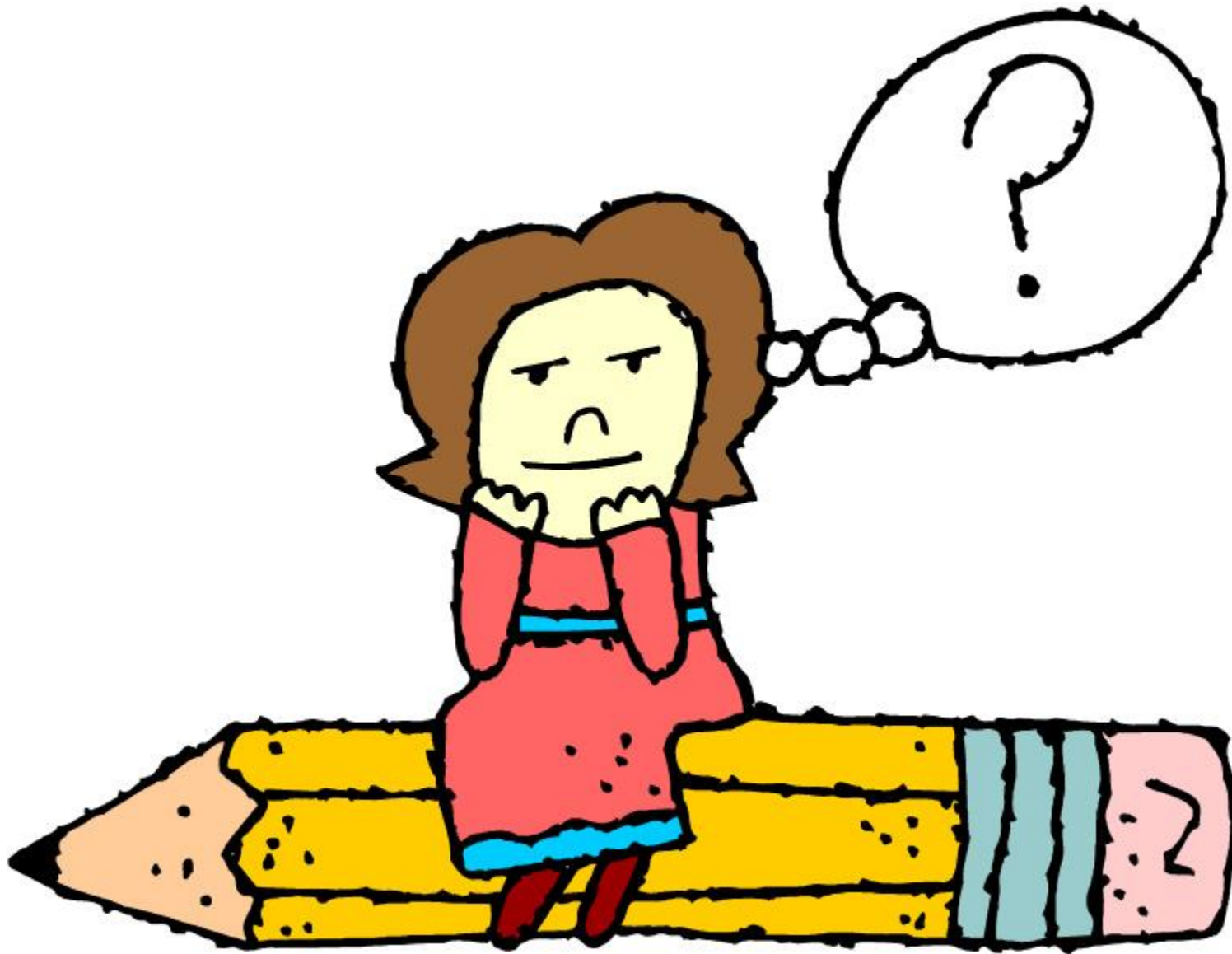
CURRENT RULE GUIDELINES

- Circulation rules are based on items rather than patrons
- An Item is fines free regardless of where or to whom it circulates
- Library has local determination of what portion of their collection will be fines free
- Circulation rules have to preserve other circulation variables related to circ period, renewability and holdability
- Libraries pick a go-live date so items checked out from that day forward will be fines free when they are returned
- We did not immediately address retroactive purges of existing fines
- No systemwide agreement on becoming fines free

ANOTHER LOOK AT THE LOANRULE DETERMINER TABLE (LRD)

- 2003 – LRD had 26 lines and all items followed a systemwide default rule
- 2010 – Reduce delivery by 50%. LRD rewritten for local holds only on nonprint materials and new print materials for 6 months
- 2014 – Restored systemwide holdability (default) for audiobooks
- 2017 – Restored systemwide holdability for older DVD's (keeping new titles as locally holdable)
- 2019 – Automatic renewal implemented for most items and **15 libraries become fines free on all or parts of their collections**
- 2020 – Expanding local service to local nonresident borrowers with automatic renewal and holds on locally owned titles

TODAY'S LRD HAS 2,015 LINES



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 #IUG2020



LET THE LRD WORK FOR YOU

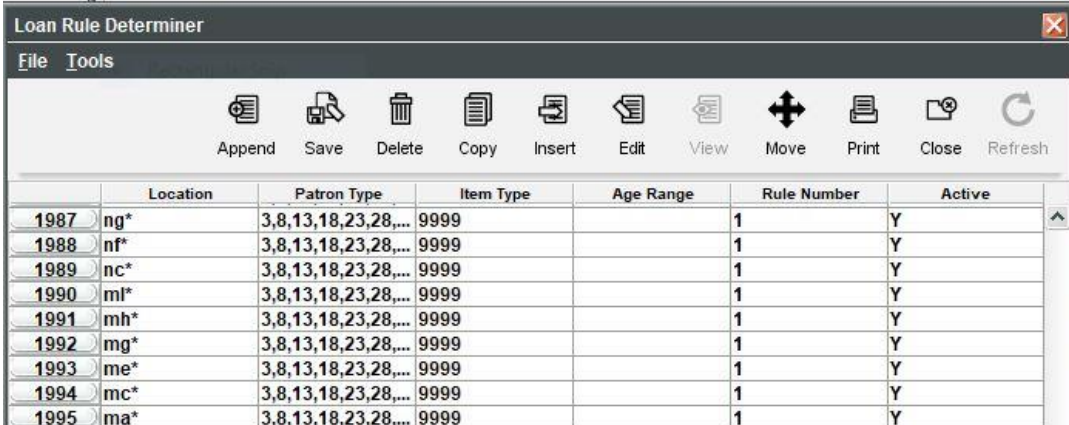
My Guiding principles

- The table has a maximum of 1,500 lines, with the Consortium Management Extensions product, the maximum is 5,000. When I hit 1,500 lines, I had to open a helpdesk ticket to have the maximum set to 5,000
- The system reads the table from the bottom to the top
- System default rules are always at the top
- Our LRD has 5 distinct sections within this structure (rules for non-residents, rules for AV (non-print), rules for new print materials, fines free rules, system default rules)
- Organize the table with the most specific rule groups placed appropriately
- Fines free rules became just another segment of the table

Loanrule Determiner Table specifics

Most Specific Non-resident rules (lines 1962 – 2015)

- All location codes at each library, all item types, non-circulating to each nonresident ptype except the local library's own nonresident ptype
- Allows the local nonresident ptype to check out and place holds on local materials the same as other local ptypes while blocking this activity at other locations in the system



The screenshot shows a window titled "Loan Rule Determiner" with a menu bar containing "File" and "Tools". Below the menu bar is a toolbar with icons for Append, Save, Delete, Copy, Insert, Edit, View, Move, Print, Close, and Refresh. The main area contains a table with the following data:

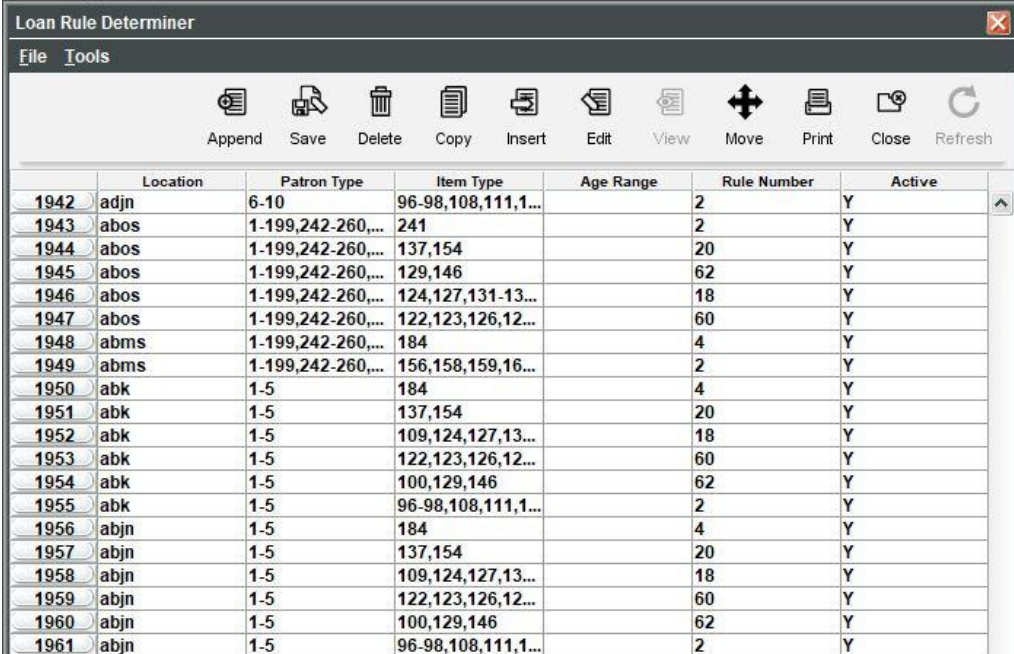
	Location	Patron Type	Item Type	Age Range	Rule Number	Active
1987	ng*	3,8,13,18,23,28,...	9999		1	Y
1988	nf*	3,8,13,18,23,28,...	9999		1	Y
1989	nc*	3,8,13,18,23,28,...	9999		1	Y
1990	ml*	3,8,13,18,23,28,...	9999		1	Y
1991	mh*	3,8,13,18,23,28,...	9999		1	Y
1992	mg*	3,8,13,18,23,28,...	9999		1	Y
1993	me*	3,8,13,18,23,28,...	9999		1	Y
1994	mc*	3,8,13,18,23,28,...	9999		1	Y
1995	ma*	3,8,13,18,23,28,...	9999		1	Y



Loanrule Determiner Table specifics

Locally holdable AV (nonprint rules) (Lines 713 – 1961)

- Local nonprint location codes, local ptypes and nonprint item types on the system
- Older DVD's have their own location codes and rules allowing systemwide holdability are also placed here



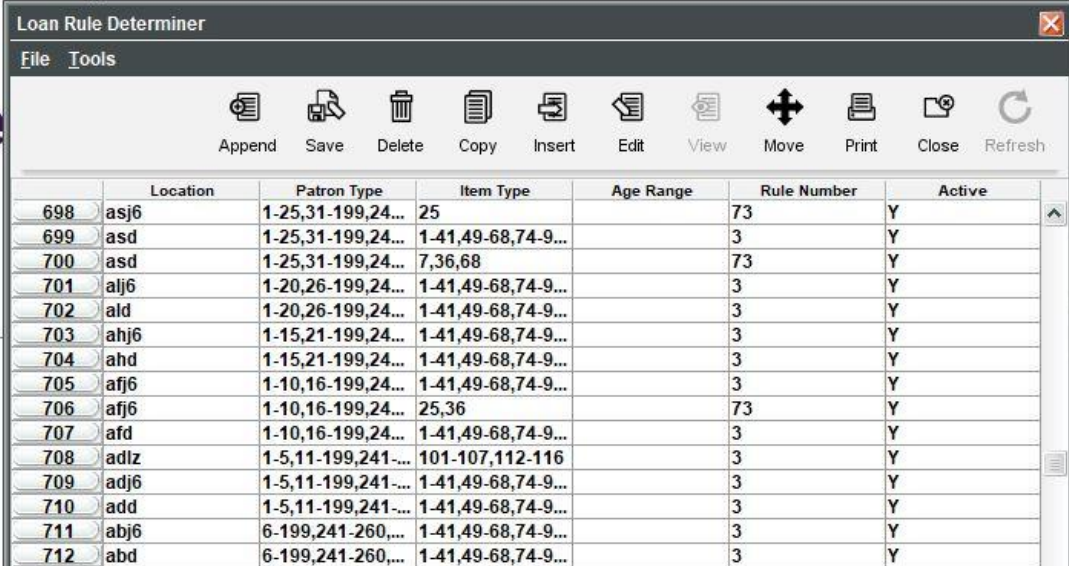
The screenshot shows a window titled "Loan Rule Determiner" with a menu bar containing "File" and "Tools". The "Tools" menu is open, displaying icons for Append, Save, Delete, Copy, Insert, Edit, View, Move, Print, Close, and Refresh. Below the menu is a table with the following columns: Location, Patron Type, Item Type, Age Range, Rule Number, and Active. The table contains 18 rows of data, each with a rule number in the first column and corresponding values in the other columns.

	Location	Patron Type	Item Type	Age Range	Rule Number	Active
1942	adjn	6-10	96-98,108,111,1...		2	Y
1943	abos	1-199,242-260,...	241		2	Y
1944	abos	1-199,242-260,...	137,154		20	Y
1945	abos	1-199,242-260,...	129,146		62	Y
1946	abos	1-199,242-260,...	124,127,131-13...		18	Y
1947	abos	1-199,242-260,...	122,123,126,12...		60	Y
1948	abms	1-199,242-260,...	184		4	Y
1949	abms	1-199,242-260,...	156,158,159,16...		2	Y
1950	abk	1-5	184		4	Y
1951	abk	1-5	137,154		20	Y
1952	abk	1-5	109,124,127,13...		18	Y
1953	abk	1-5	122,123,126,12...		60	Y
1954	abk	1-5	100,129,146		62	Y
1955	abk	1-5	96-98,108,111,1...		2	Y
1956	abjn	1-5	184		4	Y
1957	abjn	1-5	137,154		20	Y
1958	abjn	1-5	109,124,127,13...		18	Y
1959	abjn	1-5	122,123,126,12...		60	Y
1960	abjn	1-5	100,129,146		62	Y
1961	abjn	1-5	96-98,108,111,1...		2	Y

Loanrule Determiner Table specifics

Locally holdable New Books (Lines 464 – 712)

- New print and audiobook materials have their own location codes
- LRD is set up to prevent holds for all patrons from other libraries
- Item types all print and audiobook itypes
- After 6 months in most locations, local location codes are updated to regular print materials location codes and become by default holdable to any patron on the system



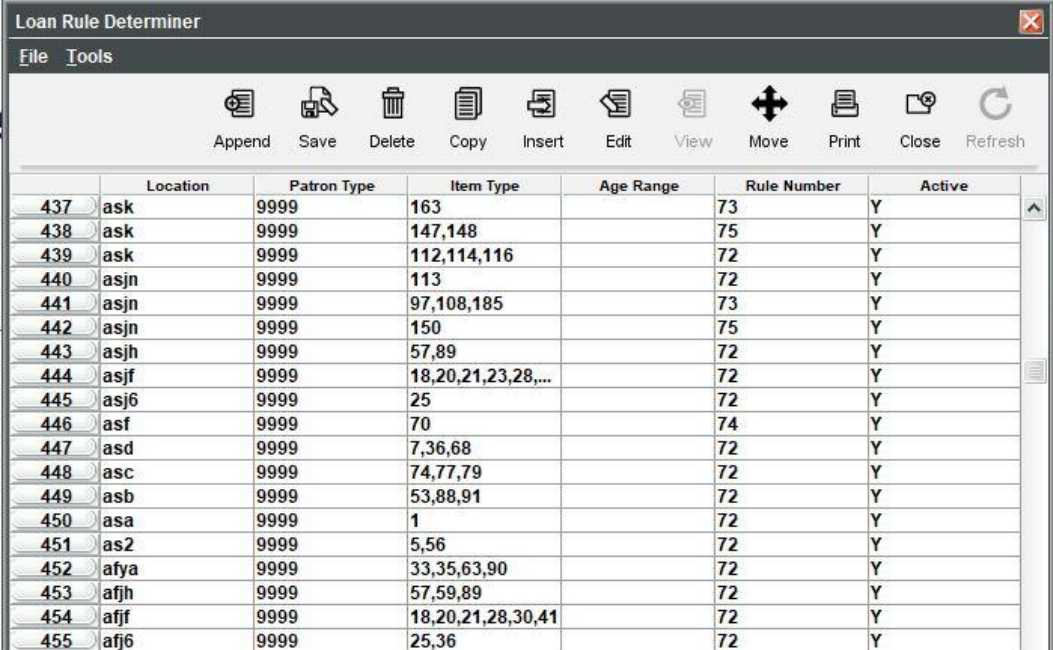
The screenshot shows a window titled "Loan Rule Determiner" with a menu bar containing "File" and "Tools". Below the menu bar is a toolbar with icons for Append, Save, Delete, Copy, Insert, Edit, View, Move, Print, Close, and Refresh. The main area contains a table with the following columns: Location, Patron Type, Item Type, Age Range, Rule Number, and Active. The table lists 15 rows of data, with the last row (712) being the focus of the slide.

	Location	Patron Type	Item Type	Age Range	Rule Number	Active
698	asj6	1-25,31-199,24...	25		73	Y
699	asd	1-25,31-199,24...	1-41,49-68,74-9...		3	Y
700	asd	1-25,31-199,24...	7,36,68		73	Y
701	alj6	1-20,26-199,24...	1-41,49-68,74-9...		3	Y
702	ald	1-20,26-199,24...	1-41,49-68,74-9...		3	Y
703	ahj6	1-15,21-199,24...	1-41,49-68,74-9...		3	Y
704	ahd	1-15,21-199,24...	1-41,49-68,74-9...		3	Y
705	afj6	1-10,16-199,24...	1-41,49-68,74-9...		3	Y
706	afj6	1-10,16-199,24...	25,36		73	Y
707	afd	1-10,16-199,24...	1-41,49-68,74-9...		3	Y
708	adlz	1-5,11-199,241-...	101-107,112-116		3	Y
709	adj6	1-5,11-199,241-...	1-41,49-68,74-9...		3	Y
710	add	1-5,11-199,241-...	1-41,49-68,74-9...		3	Y
711	abj6	6-199,241-260,...	1-41,49-68,74-9...		3	Y
712	abd	6-199,241-260,...	1-41,49-68,74-9...		3	Y

Loanrule Determiner Table specifics

No Fines Configuration (Lines 24-455)

- Local location codes with specific item types are set to call new loan rules that do not assess fines
- Applies to any patron in the system
- Lakeland has systemwide reciprocal borrowing so many patrons use multiple libraries on a regular basis



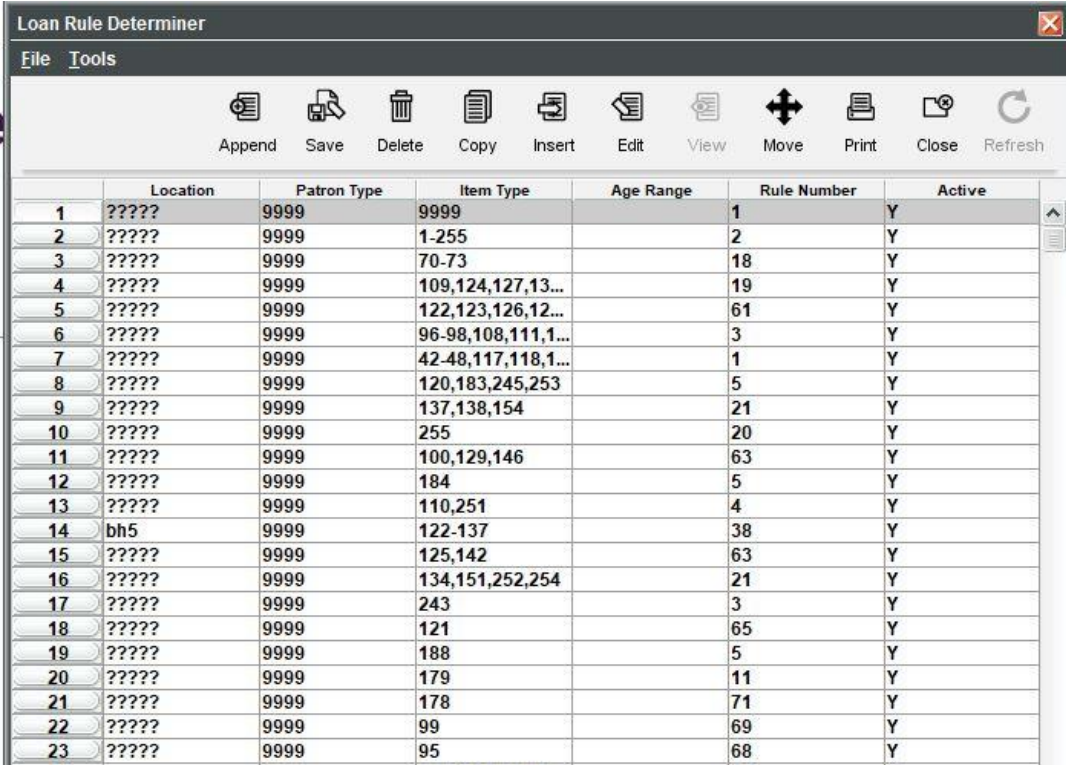
The screenshot shows a window titled "Loan Rule Determiner" with a menu bar containing "File" and "Tools". Below the menu bar is a toolbar with icons for Append, Save, Delete, Copy, Insert, Edit, View, Move, Print, Close, and Refresh. The main area contains a table with the following columns: Location, Patron Type, Item Type, Age Range, Rule Number, and Active. The table lists 23 rows of data, each with a line number in the first column.

	Location	Patron Type	Item Type	Age Range	Rule Number	Active
437	ask	9999	163		73	Y
438	ask	9999	147,148		75	Y
439	ask	9999	112,114,116		72	Y
440	asjn	9999	113		72	Y
441	asjn	9999	97,108,185		73	Y
442	asjn	9999	150		75	Y
443	asjh	9999	57,89		72	Y
444	asjf	9999	18,20,21,23,28,...		72	Y
445	asj6	9999	25		72	Y
446	asf	9999	70		74	Y
447	asd	9999	7,36,68		72	Y
448	asc	9999	74,77,79		72	Y
449	asb	9999	53,88,91		72	Y
450	asa	9999	1		72	Y
451	as2	9999	5,56		72	Y
452	afya	9999	33,35,63,90		72	Y
453	afjh	9999	57,59,89		72	Y
454	afjf	9999	18,20,21,28,30,41		72	Y
455	afj6	9999	25,36		72	Y

Loanrule Determiner Table specifics

System Default Rules (Lines 1-23)

- Any location, any patron
- Rules primarily based on itype
- If no rule found lower in the table, the system will choose one of these

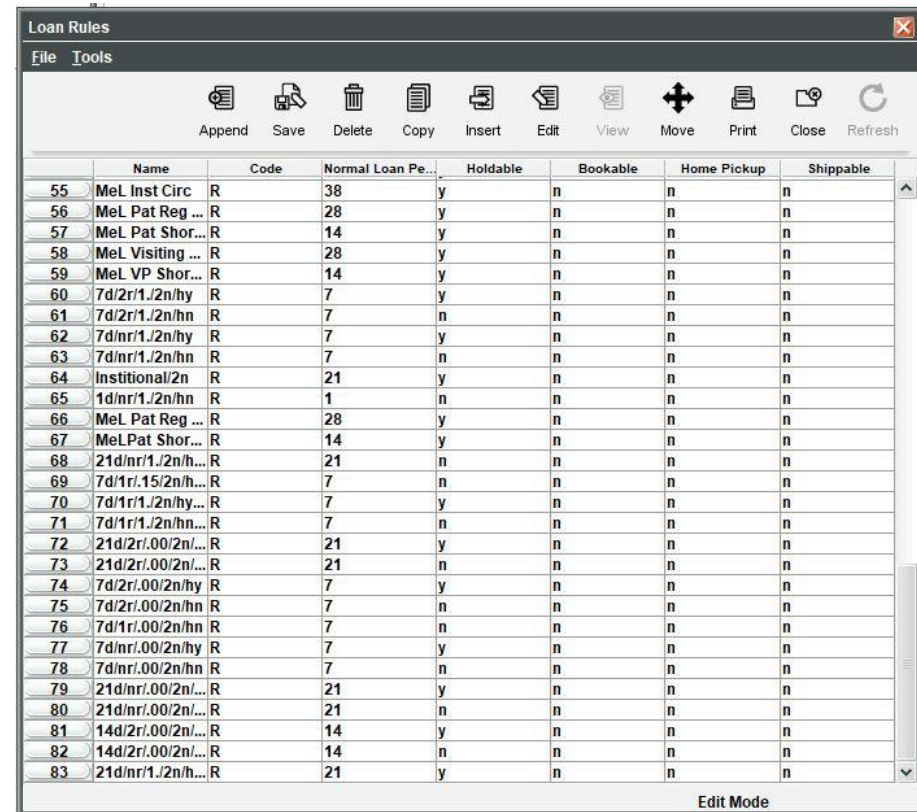


The screenshot shows a window titled "Loan Rule Determiner" with a menu bar containing "File" and "Tools". Below the menu bar is a toolbar with icons for Append, Save, Delete, Copy, Insert, Edit, View, Move, Print, Close, and Refresh. The main area displays a table with the following columns: Location, Patron Type, Item Type, Age Range, Rule Number, and Active. The table contains 23 rows of data, with the first 22 rows having "?????" in the Location column and "9999" in the Patron Type column. The 23rd row has "bh5" in the Location column and "9999" in the Patron Type column. The Item Type column contains various alphanumeric strings, and the Rule Number column contains integers. The Active column contains "Y" for all rows.

	Location	Patron Type	Item Type	Age Range	Rule Number	Active
1	?????	9999	9999		1	Y
2	?????	9999	1-255		2	Y
3	?????	9999	70-73		18	Y
4	?????	9999	109,124,127,13...		19	Y
5	?????	9999	122,123,126,12...		61	Y
6	?????	9999	96-98,108,111,1...		3	Y
7	?????	9999	42-48,117,118,1...		1	Y
8	?????	9999	120,183,245,253		5	Y
9	?????	9999	137,138,154		21	Y
10	?????	9999	255		20	Y
11	?????	9999	100,129,146		63	Y
12	?????	9999	184		5	Y
13	?????	9999	110,251		4	Y
14	bh5	9999	122-137		38	Y
15	?????	9999	125,142		63	Y
16	?????	9999	134,151,252,254		21	Y
17	?????	9999	243		3	Y
18	?????	9999	121		65	Y
19	?????	9999	188		5	Y
20	?????	9999	179		11	Y
21	?????	9999	178		71	Y
22	?????	9999	99		69	Y
23	?????	9999	95		68	Y

A Word About Loanrules

- Loanrules are not assigned to specific member libraries
- Loanrule names have a particular naming convention so they can be used across the system
- Example: 21d/2r/.15/2n/hy translates to 21 day item with 2 renewals, a \$.15 per day fine, 2 notices and is holdable



The screenshot shows a window titled "Loan Rules" with a menu bar containing "File" and "Tools". Below the menu bar is a toolbar with icons for Append, Save, Delete, Copy, Insert, Edit, View, Move, Print, Close, and Refresh. The main area contains a table with the following columns: Name, Code, Normal Loan Pe..., Holdable, Bookable, Home Pickup, and Shippable. The table lists 29 loan rules, numbered 55 through 83.

	Name	Code	Normal Loan Pe...	Holdable	Bookable	Home Pickup	Shippable
55	MeL Inst Circ	R	38	y	n	n	n
56	MeL Pat Reg ...	R	28	y	n	n	n
57	MeL Pat Shor...	R	14	y	n	n	n
58	MeL Visiting ...	R	28	y	n	n	n
59	MeL VP Shor...	R	14	y	n	n	n
60	7d/2r/1.2n/hy	R	7	y	n	n	n
61	7d/2r/1.2n/hn	R	7	n	n	n	n
62	7d/nr/1.2n/hy	R	7	y	n	n	n
63	7d/nr/1.2n/hn	R	7	n	n	n	n
64	institional/2n	R	21	y	n	n	n
65	1d/nr/1.2n/hn	R	1	n	n	n	n
66	MeL Pat Reg ...	R	28	y	n	n	n
67	MeL Pat Shor...	R	14	y	n	n	n
68	21d/nr/1.2n/h...	R	21	n	n	n	n
69	7d/1r/.15/2n/h...	R	7	n	n	n	n
70	7d/1r/1.2n/hy...	R	7	y	n	n	n
71	7d/1r/1.2n/hn...	R	7	n	n	n	n
72	21d/2r.00/2n/...	R	21	y	n	n	n
73	21d/2r.00/2n/...	R	21	n	n	n	n
74	7d/2r.00/2n/hy	R	7	y	n	n	n
75	7d/2r.00/2n/hn	R	7	n	n	n	n
76	7d/1r.00/2n/hn	R	7	n	n	n	n
77	7d/nr.00/2n/hy	R	7	y	n	n	n
78	7d/nr.00/2n/hn	R	7	n	n	n	n
79	21d/nr.00/2n/...	R	21	y	n	n	n
80	21d/nr.00/2n/...	R	21	n	n	n	n
81	14d/2r.00/2n/...	R	14	y	n	n	n
82	14d/2r.00/2n/...	R	14	n	n	n	n
83	21d/nr/1.2n/h...	R	21	y	n	n	n

NO FINES IMPLEMENTATION

Operating Assumptions

- We require 60-day advance notification
- A “Go Live” date must be chosen
- All items checked out prior to “go live” continue to accrue fines
- Items checked out the day of “go live” will be assigned the new “no fines” rule at checkout
- Unreturned materials will be billed, and patron accounts sent to collections as usual
- Fines free items checked out a nonowning library will not accrue fines

NO FINES IMPLEMENTATION

Procedures

- Member library receives approval for fines free
- Member library notifies us of that decision and a workform is sent to the library
- Workform specifies which combinations of location codes/itypes in that library will be fines free at that library (many times this is an opportunity for code cleanup)
- The form must be submitted to us at least 60 days in advance of proposed “go live” date
- New entries in the LRD are set up but not active, any questions or discrepancies on the form are covered in this step
- Evening before “go live” the new entries in the LRD are made active and automatic request processing is restarted
- **NO FINES GOES LIVE!**

NO FINES IMPLEMENTATION

Ongoing Maintenance

- Location code/itype mismatches happen. We use examples to troubleshoot and resolve areas where fines have accrued in error
- Libraries often have missing location code/itype combinations that were not submitted on the form
- New location codes or itype changes may require additional or alternate LRD configuration

HOW IS IT WORKING?

- Member libraries are very pleased with the process, the results and the impact being fines free has had on their libraries
- Patrons are still responsible for fines on materials owned by libraries who are not fines free
- We have seen a substantial decrease in fines revenue across the system, but we also believe that is largely due to automatic renewal
- It has given groups of independent libraries within a county the opportunity to coordinate improved service to all patrons in the county and to share PR
- Local boards are much more receptive to the idea of no fines since automatic renewal was also implemented

RETROACTIVE FINES PURGES

Optional aspect of becoming fines free

- Most libraries have waived charges on overdue materials checked out prior to the “go live” date
- A few libraries are waiving old charges on patron accounts as those patrons visit the library
- The Global Fines Purge function in Sierra allows the system administrator (me) to removing existing charges by charge type and location code from a group of a library’s patrons
- Libraries must specifically request and work with us on the parameters of the Global Purge

THANK YOU

Questions?

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