No Fines Are Real Fine!

Dianne Ludwig,
Head of Guest Services

Brooke Sievers,
Assistant Director/Head of Materials Management

ADDISON PUBLIC LIBRARY

the why

removing barriers

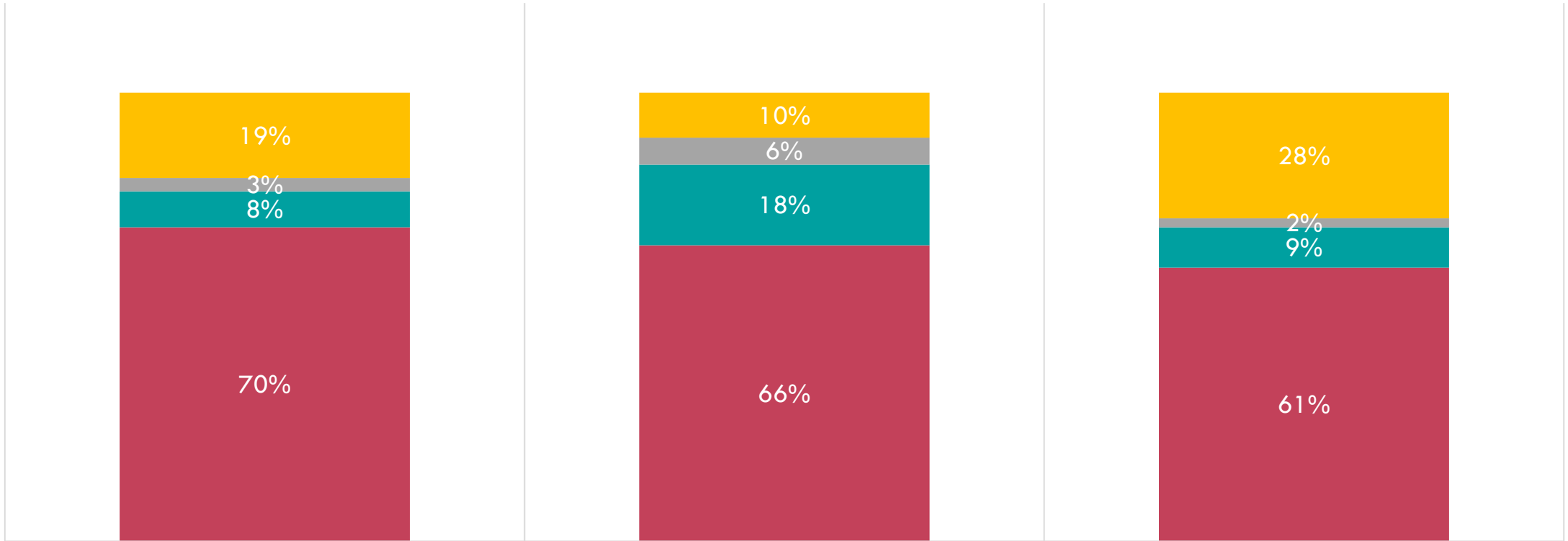1320 juvenile cards in our system could not be used due to overdue fines.

Libraries used to need fines to pay for staff and materials.

Now most public libraries are supported through property taxes!

Fines collected data

Legend: ■ Overdue ■ Replacement ■ Manual ■ Waived

FY13-14
- 19%
- 3%
- 8%
- 70%

Total fees collected:
$43,123.83
0.09% of total revenue

FY14-15
- 10%
- 6%
- 18%
- 66%

Total fees collected:
$41,983.42
0.08% of total revenue

FY15-16
- 28%
- 2%
- 9%
- 61%

Total fees collected:
$37,240.82
0.07% of total revenue

Only a small fraction of returned items have a hold so why charge people for items that will be on a shelf?

We were often waiving fines for patrons unable to pay

budget implications

Postage increase due to increase in number of bills mailed.

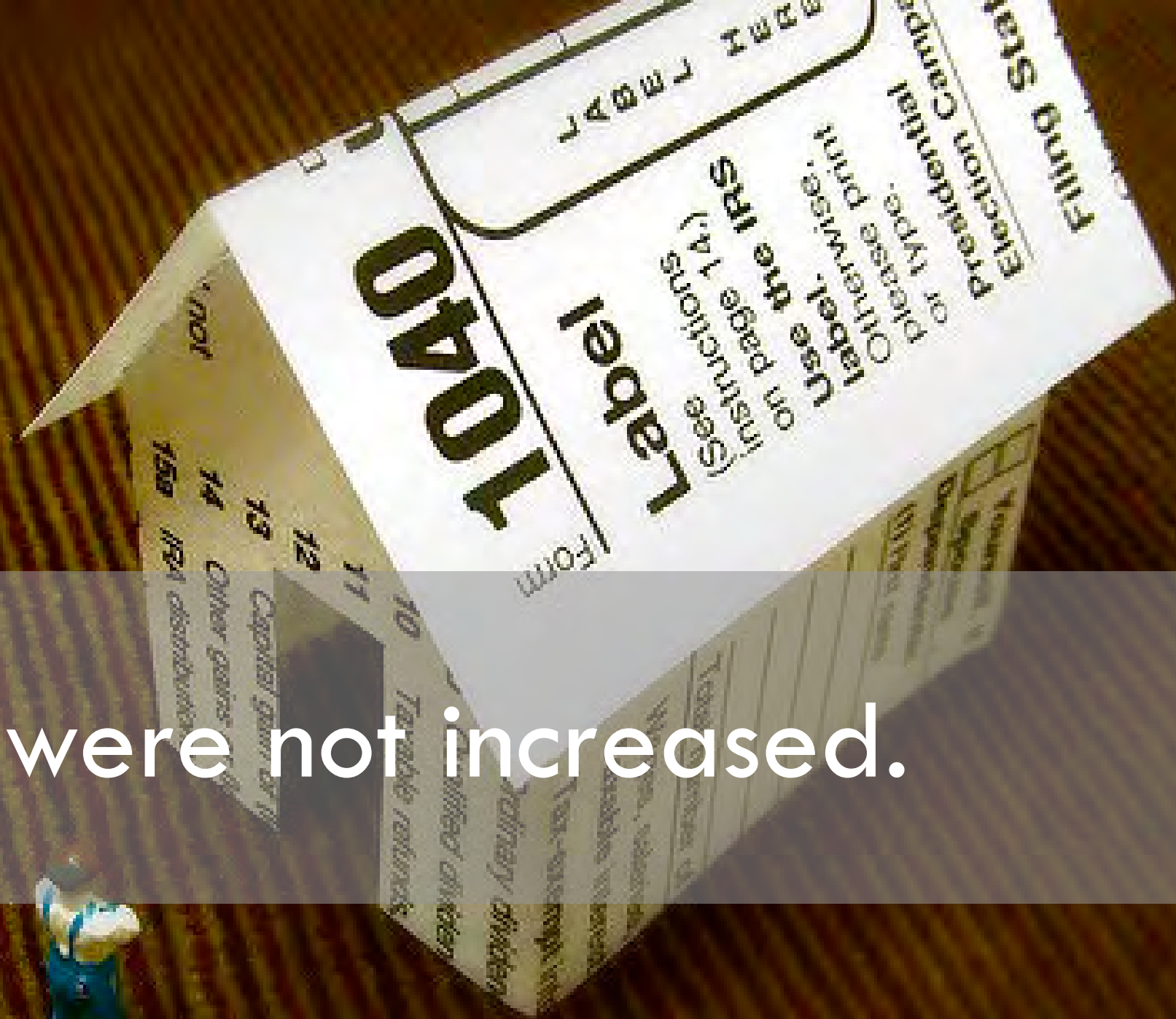More paper, more envelopes, more staff time preparing mailings

Increase in items being returned instead of lost forever which lowers costs

Decreased revenue from fines

Upfront increase in collection agency fees

Taxes were not increased.

expectations

staff training

Two weeks before "go live" all staff were required to attend training.

informal conversations with Guest Services staff about process

"Extraordinary in t

wor

first

a

F   4460

AUTHOR

Ackworth, Robert

TITLE

North Country Nurse

DATE DUE

Items checked out on old loan rule had to have fees manually waived.

communication

original promotion

ADDISON PUBLIC LIBRARY GOES FINES FREE
Addison resident cardholders' no longer charged late fees for overdue materials

ADDISON, Ill.-On Tuesday, November 1, Addison Public Library became fines free for resident cardholders. Removing fines for overdue materials removes financial barriers for residents already paying for library access through taxes.

In the past, fines and charitable contributions allowed libraries to open, buy materials, and sometimes pay for library staff. Now, libraries are a part of the tax structure for every house, apartment, and business in incorporated Addison making fines unnecessary. Addison Public Library is not the only library to go fines-free; at least six other Illinois libraries have also made the switch.

"I welcome the change and am thrilled to be eliminating this long standing barrier that has existed between us and our users," says Mary Medjo Me Zengue, Library Director. "Fines are simply not a source of revenue we rely on. Last year, fines for overdue materials accounted for just 0.07% of our total revenue. As long as we still have an effective mechanism to get people to return their materials in a timely fashion, and I am confident that we do, fines were simply no longer necessary."

The Addison community has built a beautiful library, filled it with educational and entertaining materials, and employed knowledgeable and helpful staff. For these reasons and others, there should be as few barriers as possible for residents using the library and its materials.

Patrons are still responsible for the items they check out. If items are kept longer than 14 days past the due date, the user account is blocked from any further use and the items are charged to that account at full replacement value. The account will remain blocked until the items are returned, in acceptable condition, or paid for.

"It's all about accessibility for the people of Addison," says Diane Ludwig, Head of Guest Services. "We're excited to be able to give back to the community that supports us."

For more information on Fines Free call 630-458-3326.

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The Library Goes Fines Free!

No one likes library fines. Not you, not us... no one. After all, you're already paying for library access through using the library. Why should you owe us more money? Creating financial barriers to using the Library is counterproductive. So, we got rid of them! Beginning on November 1, 2016, Addison Public Library will no longer charge Addison resident cardholders' late fees for overdue materials.

How will the Library get items back?
"No overdue fines" does not mean "no responsibility." Due dates will still apply. We will send courtesy reminders and late notices, and expect materials back in a timely manner. Cards with outstanding items will be blocked after 2 weeks.

What will happen to current overdue fines?
Most fines from overdue materials will be wiped out of the system on November 1.

How much will it cost?
...fines are 0.07% of our operating budget and staff spends more time ...small fees than it is worth. Late fees have long been used as a means of ...encouraging patrons to return materials. We are fortunate that this revenue isn't ...critical to the Library operation.

What happens if I return the item, and in most cases, remove the charges from your account. If I receive a bill for it?
...you are more than 35 days overdue, and... been sent to collections, you still owe the $10 collection fee.

Will it affect the availability of items?
Staff will be closely observing checkout patterns and changing our purchasing accordingly to ensure items are available for patrons.

LATE NOTICE SCHEDULE
3 DAYS BEFORE DUE DATE: Courtesy email reminder
...DAYS OVERDUE: Email or paper notice is sent
...OVERDUE: Library card is blocked, no checkouts until item is returned $10 collection fee
...OVERDUE: Account is sent to collections, non-refundable $10 collection fee
...Call Guest Services at 630.458.3326

WE'RE FINES FREE!

Questions?
Find a staff member or call 630-458-3326

ADDISON PUBLIC LIBRARY

continuous promotion

We're Fines Free!

Get Your Diploma!

Between the Lines Book Club

Mon., Mar 20, 10:00am

still on the front page of our website

Stories @ Panera

Mon., Mar 20, 2:00pm
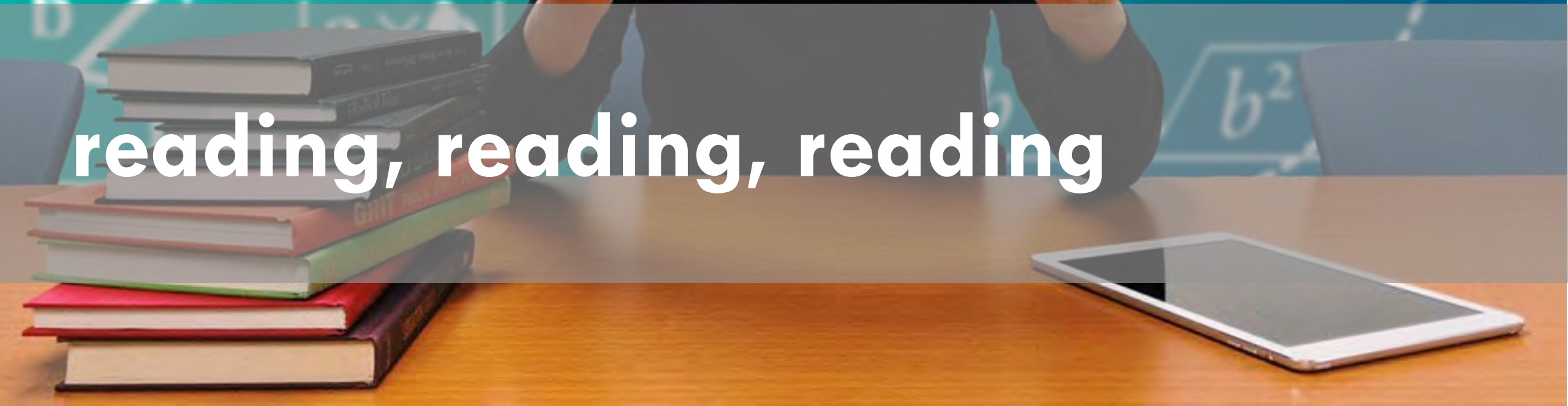
Learning World/Mundo del aprendizaje

Sun., Mar 19, 2:00pm

gossip around town

Miscommunication that
no fines = no accountability

Sierra implementation

reading, reading, reading

Loan Rules

Append	Save	Delete	Copy	Insert	Edit	View	Move	Print	Close	Refresh

	Name	Code	Normal Loan Period	Holdable	Bookable	Home Pickup	Shippable
1	Non-circulating	N	0	n	n	n	n
2	Standard 28 Day	R	28	y	n	n	n
3	Standard 14 Day	R	14	y	n	n	n
4	Standard 7 Day	R	7	y	n	n	n
5	VideoGame 14d/$2	R	14	y	n	n	n
6	ILL 28d/no fine	R	28	y	n	n	n
7	ILL 14d/no fine	R	14	y	n	n	n
8	ILL 7d/no fine/nr	R	7	y	n	n	n
9	1 day with fine	R	1	n	n	n	n
10	ILL 2 Week	R	14	y	n	n	n
11	Holiday-2 wk w/fine	R	14	y	n	n	n
12	Holiday-1 wk w/fine	R	7	n	n	n	n
13	New DVD	R	7	y	n	n	n
14	Lucky Day Bk no hold	R	14	n	n	n	n
15	Book Discuss	R	35	n	n	n	n
16	Equipment	R	14	y	n	n	n
17	Training loan rule	R	-21	Y	N	N	N
18	Lucky Day DVD nohold	R	7	n	n	n	n
19	Homebound	R	40	y	n	n	n

Append Save Delete Copy Insert Edit View Move Print
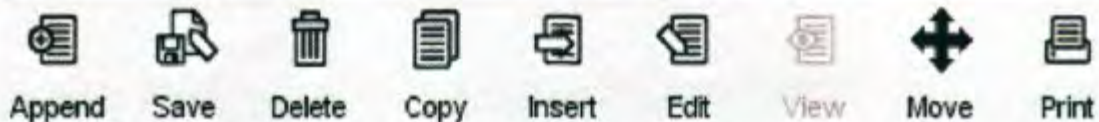
Name	Code	Normal Loan Period	Holdable	Bookable	Home Pickup	
Non-circulating	N	0	n	n	n	n
Standard 28 Day	R	28	y	n	n	n
Standard 14 Day	R	14	y	n	n	n
Standard 7 Day	R	7	y	n	n	n
VideoGame 14d/$2	R	14	y	n	n	n
ILL 28d/no fine	R	28	y	n	n	n
ILL 14d/no fine	R	14	y	n	n	n
ILL 7d/no fine/nr	R	7	y	n	n	n
1 day with fine	R	1	n	n	n	n
ILL 2 Week	R	14	y	n	n	n
Holiday-2 wk w/fine	R	14	y	n	n	n
Holiday-1 wk w/fine	R	7	n	n	n	n
New DVD	R	7	y	n	n	n
Lucky Day Bk no hold	R	14	n	n	n	n
Book Discuss	R	35	n	n	n	n
Equipment	R	14	y	n	n	n
Training loan rule	R	-21	Y	N	N	N
Lucky Day DVD nohold	R	7	n	n	n	n
Homebound	R	40	y	n	n	n
FF Stand 28 Day	R	28	y	n	n	n
FF Stand 14 Day	R	14	y	n	n	n
FF Stand 7 Day	R	7	y	n	n	n
FF Lucky Day Bk	R	14	n	n	n	n
FF Lucky Day DVD	R	7	n	n	n	n

FF Book Disc   R   35   N

Loan Rule Determiner

|	Location	Patron Type	Item Type	Age Range	Rule Number	Active
1	?????	0-10,20,21 *DEFAULT*	999		1	Y
2	?????	0-9,20,21 *REF.*	4,21,61-66,97		1	Y
3	?????	5	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,72,68,79-81,85-89,92-95,107,108		2	Y
4	?????	5	1,3,12,14,22,67,71,74,76,77,98-102		3	Y
5	?????	5	56,70,96		4	Y
6	?????	0,1,3-5,8-9,20,21	46,104,105		5	Y
7	?????	6,7	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,68,72,79,80,81,85-89,92-95,107,108		6	Y
8	?????	6,7	1,3,12,14,22,46,47,67,71,74,76,77,99-102,104,105		7	Y
9	?????	6,7	45,56,70,96 +84		8	Y
10	?????	0-9,20,21	52		9	Y
11	?????	6	48 +11 +78		1	Y
12	?????	0-5,8-9,20,21	47		10	Y
13	?????	0-5,8-9,20,21			11	Y
14	?????	0,1,3-5,7-9,20,21	75 +84		13	Y
15	?????	5	48		15	Y
16	?????	5	11		14	Y
17	?????	0,1,3-5,7-9,20,21	45		16	Y
18	?????	5	78		18	Y
19	?????	10	0-108		19	Y
20	?????	0-4,8,9,20,21 +7	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,72,68,79-81,85-89,92-95,107,108		20	Y
21	?????	0-4,8,9,20,21 +7	1,3,12,14,22,45,67,71,74,76,77,82,98-102,104,105		21	Y
22	?????	0-4,8,9,20,21 +7	56,70,75,84,96		22	Y
23	?????	0-4,7-9,20,21	11		23	Y
24	?????	0-4,7-9,20,21	78		24	Y
25	?????	0-4,7-9,20,21	48		25	Y

ptype   itype

6 → 11 → no rule

6 → 78 → no rule

Loan Rules

File   Tools

Append   Save   Delete   Copy   Insert   Edit   View   Move   Print   Clo

	Name	Code	Normal Loan Period	Holdable	Bookable	Home Pickup	
1	Non-circulating	N	0	n	n	n	n
2	Standard 28 Day	R	28	y	n	n	n
3	Standard 14 Day	R	14	y	n	n	n
4	Standard 7 Day	R	7	y	n	n	n
5	Vg & Equip 14d/$2	R	14	y	n	n	n
6	Not In Use	R	28	y	n	n	n
7	ILL 14d/no fine	R	14	y	n	n	n
8	Not In Use	R	0	n	n	n	n
9	1 day with fine	R	1	n	n	n	n
10	14d/no renew	R	14	y	n	n	n
11	Not In Use	R	0	n	n	n	n
12	Not In Use	R	7	n	n	n	n
13	New DVD	R	7	y	n	n	n
14	Lucky Day Bk no hold	R	14	n	n	n	n
15	Book Discuss	R	35	n	n	n	n
16	Not In Use	R	14	y	n	n	n
17	Training loan rule	R	-21	Y	N	N	N
18	Lucky Day DVD noh...	R	7	n	n	n	n
19	Homebound	R	40	y	n	n	n
20	FF Stand 28 Day	R	28	y	n	n	n
21	FF Stand 14 Day	R	14	y	n	n	n
22	FF Stand 7 Day	R	7	y	n	n	n
23	FF Lucky Day Bk	R	14	n	n	n	n
24	FF Lucky Day DVD	R	7	n	n	n	n
25	FF Book Disc	R	35	n	n	n	n

Patron Blocks

File Tools

| Append | Save | Delete | Copy | Insert | Edit | View | Move | Print | Close | Refresh |

	Patron Type	Patron Agency	Patron Exp. Date	Max Owed	Highest Level Odu...	Max Items	Max Holds	Max ILL(at one time)	Max ILL(per interv...	Max ItemA	Max ItemB	Max ItemC	Max ItemD	Max Programs	Highest Number O...	Block Days
1	0	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
2	1	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
3	2	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
4	3	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
5	4	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
6	5	999	y	$9.99	2	999	0	0	0	10	2	3	2	0	0	0
7	6	999	y	$9.99	4	999	999	999	0	10	2	0	0	0	0	0
8	7	999	y	$0.01	2	999	999	999	0	10	2	3	0	0	0	0
9	8	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
10	20	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
11	9	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
12	21	999	y	$0.01	2	1	999	1	1	1	1	1	1	0	0	0
13	10	999	y	$0.01	2	999	999	999	999	10	2	3	2	0	0	0
14	12	999	y	$0.01	2	999	999	999	0	10	2	3	2	0	0	0
15	999	999	y	$9.99	4	999	999	999	0	10	2	3	2	0	0	0

Name	Standard 28 Day
Code	R
Normal Loan Period	28

Holdable	● yes	○ no
Bookable	○ yes	● no
Home Pickup	○ yes	● no
Shippable	○ yes	● no

Ship Time	0
Time Remaining B4 Renew	29
First Renewal Period	28
Additional Renewal Period	28
Max Number Of Renewals	999
Minimum Use	28
Eligib To Recall	999
Time Return Recall	0
Time To Pickup	7
Max Number Of Odues	4
Time First Odue	8
Time Second Odue	7
Time Third Odue	7
Time Fourth Odue	7
Time Fifth Odue	0
Time Sixth Odue	0
Text First Odue	1
Text Second Odue	2
Text Third Odue	3
Text Fourth Odue	4
Text Fifth Odue	0
Odue Penalty	0
Text First OdueR	0
Text Second OdueR	0

OK   Cancel   Print
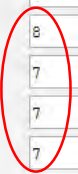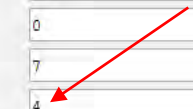
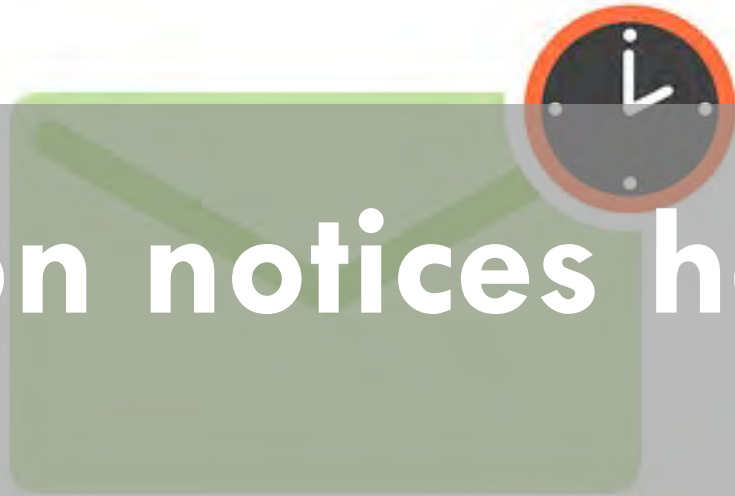# Hello, trouble tickets!

Copy loan rules and edit the rules with the least used ptypes.

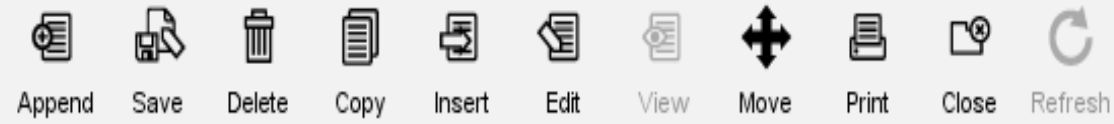Text on notices has to be updated.

testing, testing, testing

File   Tools

Append   Save   D

	Location	Patron Type	Item Type	Age Range
1	?????	0-10,20,21	999	
2	?????	0-9,20,21	4,21,61-66,97	
3	?????	0,1,3-5,8-9,20,21	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,72,68,79-81,85-89,92-95,107,108	
4	?????	0,1,3-5,8-9,20,21	1,3,12,14,22,67,71,74,76,77,98-102	
5	?????	0,1,3-5,8-9,20,21	56,70,96	
6	?????	0,1,3-5,8-9,20,21	46,104,105	
7	?????	6,7	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,68,72,79,80,81,85-89,92-95,107,108	
8	?????	6,7	1,3,12,14,22,46,47,67,71,74,76,77,99-102,104,105	
9	?????	6,7	45,56,70,96	
10	?????	0-9,20,21	52	
11	?????	6	48	
12	?????	0-5,8-9,20,21	47	
13	?????	0-5,8-9,20,21		
14	?????	0,1,3-5,7-9,20,21	75	
15	?????	0,1,3-5,7-9,20,21	48	
16	?????	0,1,3-5,7-9,20,21	11	
17	?????	0,1,3-5,7-9,20,21	45	
18	?????	0,1,3-5,7-9,20,21	78	
19	?????	10	0-108	
20	?????	2	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,72,68,79-81,85-89,92-95,107,108	
21	?????	2	1,3,12,14,22,45,67,71,74,76,77,82,98-102,104,105	
22	?????	2	56,70,75,84,96	
23	?????	2	11	
24	?????	2		
25	?????	2	48	
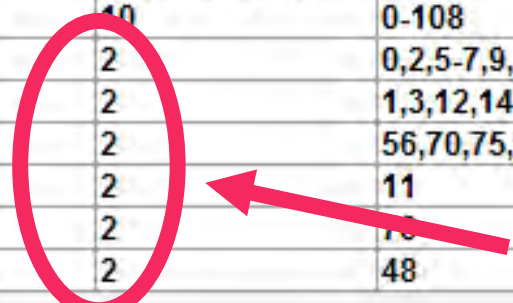
Testing with staff accounts

Name	FF Stand 28 Day
Code	R
Normal Loan Period	28

Holdable	● yes	○ no
Bookable	○ yes	● no
Home Pickup	○ yes	● no
Shippable	○ yes	● no

Ship Time	0
Time Remaining B4 Renew	29
First Renewal Period	28
Additional Renewal Period	28
Max Number Of Renewals	2
Minimum Use	28
Eligib To Recall	999
Time Return Recall	0
Time To Pickup	7
Max Number Of Odues	2
Time First Odue	8
Time Second Odue	7
Time Third Odue	0
Time Fourth Odue	0
Time Fifth Odue	0
Time Sixth Odue	0
Text First Odue	1
Text Second Odue	8
Text Third Odue	0
Text Fourth Odue	0
Text Fifth Odue	0

Loan Rule Determiner

File Tools

| Append | Save | Delete | Copy | Insert | Edit | View | Move | Print | Close | Refresh |

	Location	Patron Type	Item Type	Age Range	Rule Number	Active
1	?????	0-10,12,20,21	999		1	Y
2	?????	0-9,12,20,21	4,21,57,66,90,97		1	Y
3	?????	5	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,72,68,79-81,85-89,92-95,107,108		2	Y
4	?????	5	1,3,12,14,22,35,67,71,74,76,77,82,98-102		3	Y
5	?????	5	56,70,96		4	Y
6	?????	5	45,104,105		5	Y
7	?????				6	Y
8	?????	6	1,3,12,14,22,35,47,67,71,74,76,77,82,99-102,104,105		7	Y
9	?????				8	N
10	?????	0-9,12,20,21	52		9	Y
11	?????	6	11,45,48,78,98		1	Y
12	?????	0-5,8-9,12,20,21	47		10	Y
13	?????				11	N
14	?????	5	75,84		13	Y
15	?????	5	48		15	Y
16	?????	5	11		14	Y
17	?????				16	Y
18	?????	5	78		18	Y
19	?????	10	0-108		19	Y
20	?????	0-4,6-9,12,20,21	0,2,5-7,9,10,13,15-20,23,24,26,27,29,30,34,36-44,49-51,53-55,60,72,68,79-81,85-89,92-95,107,108		20	Y
21	?????	0-4,7-9,12,20,21	1,3,12,14,22,35,45,67,71,74,76,77,82,98-102,104,105		21	Y
22	?????	0-4,6-9,12,20,21	56,70,75,84,96		22	Y
23	?????	0-4,7-9,12,20,21	11		23	Y
24	?????	0-4,7-9,12,20,21	78		24	Y
25	?????	0-4,7-9,12,20,21	48		25	Y
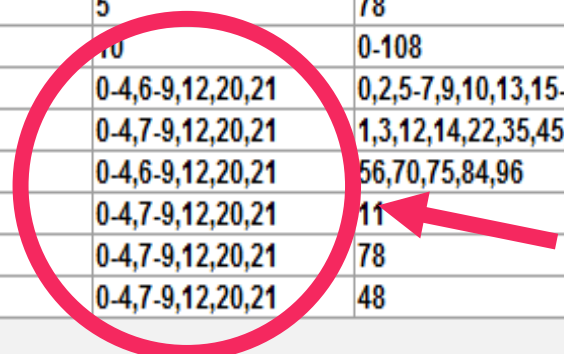
All new Fines Free section

Addison Public Library
Report for the Total Overdues
Range = p1000000-
26397 records were processed. (34339 records had been deleted.)

Code	Meaning	Record Count	Total Checkouts	Total Renewals	Current C...	Claims R...	Money Owed	Current Item A	Current Item B	..	...	..	..	Current Item C	Current Item D
0	Adult	15512	2389758	189243	8364	610	$165,363.63	11414	1336	0	...	0	$...	5	132
1	Juvenile	7177	764508	64710	4404	233	$68,379.86	5954	1564	0	...	0	$...	3	34
2	Staff	66	123430	21846	509	28	$27.00	94	5	0	...	0	$...	2	10
3	Adult Nonresident	118	32922	869	151	6	$4,002.08	81	2	0	...	0	$...	0	0
4	Juvenile Nonresident	34	3660	406	19	0	$19.99	14	8	0	...	0	$...	0	1
5	Reciprocal Borrower	1740	235430	30834	1400	47	$10,131.73	1413	170	0	...	0	$...	0	17
6	Interlibrary Loan	1446	38497	1508	364	15	$102.27	37	0	0	...	0	$...	0	0
7	In House	22	6748	653	48	47	$53.14	4	2	0	...	0	$...	0	0
8	Business Owner	23	9879	246	20	1	$0.00	15	0	0	...	0	$...	0	0
9	TANF	37	3172	191	28	1	$37.94	51	6	0	...	0	$...	0	0
10	HOMEBOUND PATROI	5	1100	97	13	0	$0.00	0	0	0	...	0	BOUND	0	0
20	Exempt Adult	74	3862	617	190	2	$8.95	16	1	0	...	0	$...	0	0
21	Exempt Juvenile	141	3210	112	31	11	$771.57	13	30	0	...	0	$...	0	0
100	BAD PATRON	2	16	5	0	0	$221.88	0	0	0	...	0	$...	0	0
Totals:		26397	3616192	311337	15541	1001	$249,120.04	19106	3124	0	...	0	$...	10	194

Name	Standard 28 Day
Code	R
Normal Loan Period	28
Holdable	● yes ○ no
Bookable	○ yes ● no
Home Pickup	○ yes ● no
Shippable	○ yes ● no
Ship Time	0
Time Remaining B4 Renew	29
First Renewal Period	28
Additional Renewal Period	28
Max Number Of Renewals	2
Minimum Use	28
Eligib To Recall	999
Time Return Recall	0
Time To Pickup	7
Max Number Of Odues	4
Time First Odue	
Time Second Odue	1
Time Third Odue	1
Time Fourth Odue	5
Time Fifth Odue	0
Time Sixth Odue	0
Text First Odue	1
Text Second Odue	0
Text Third Odue	0
Text Fourth Odue	4

Do not change max number of Odues!

OK   Cancel   Print

three months of being fines free

1320 → **425**

juvenile cards
blocked in **August**

juvenile cards
blocked in **January**

1,840 **2,036** **2,084**

Nov Dec Jan
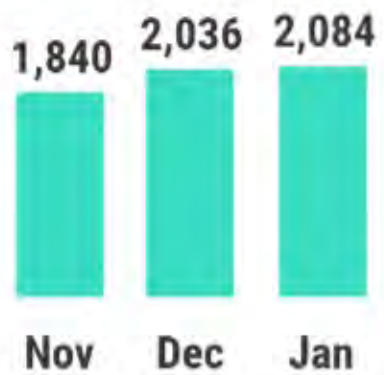
average number of billed
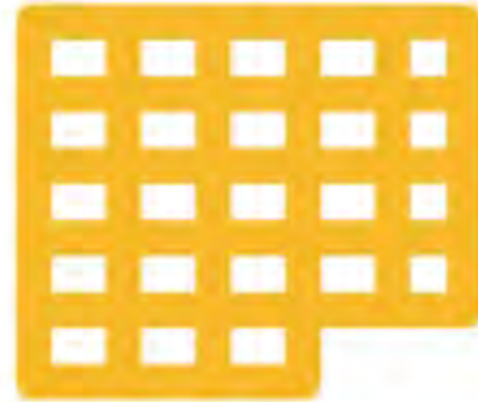items

78% reduction in days
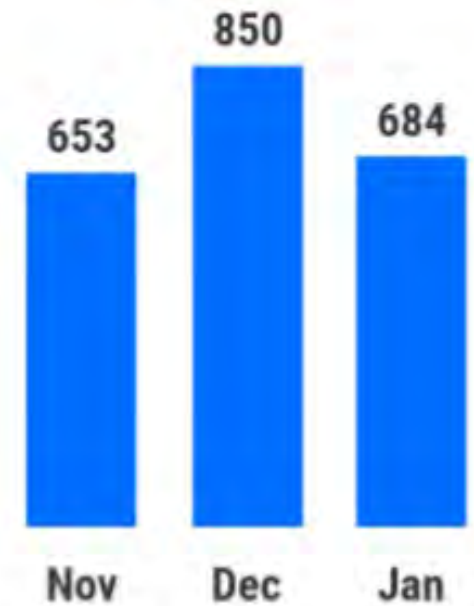item is overdue

Aug Sept Oct Nov Dec Jan

29 21 31 30 46 35

accounts sent to collection
agency

number of patrons with billed items has only increased by 4%

billed items are resolved 40 days faster

850

653

684

Nov Dec Jan

average number of overdue items

our advice to you
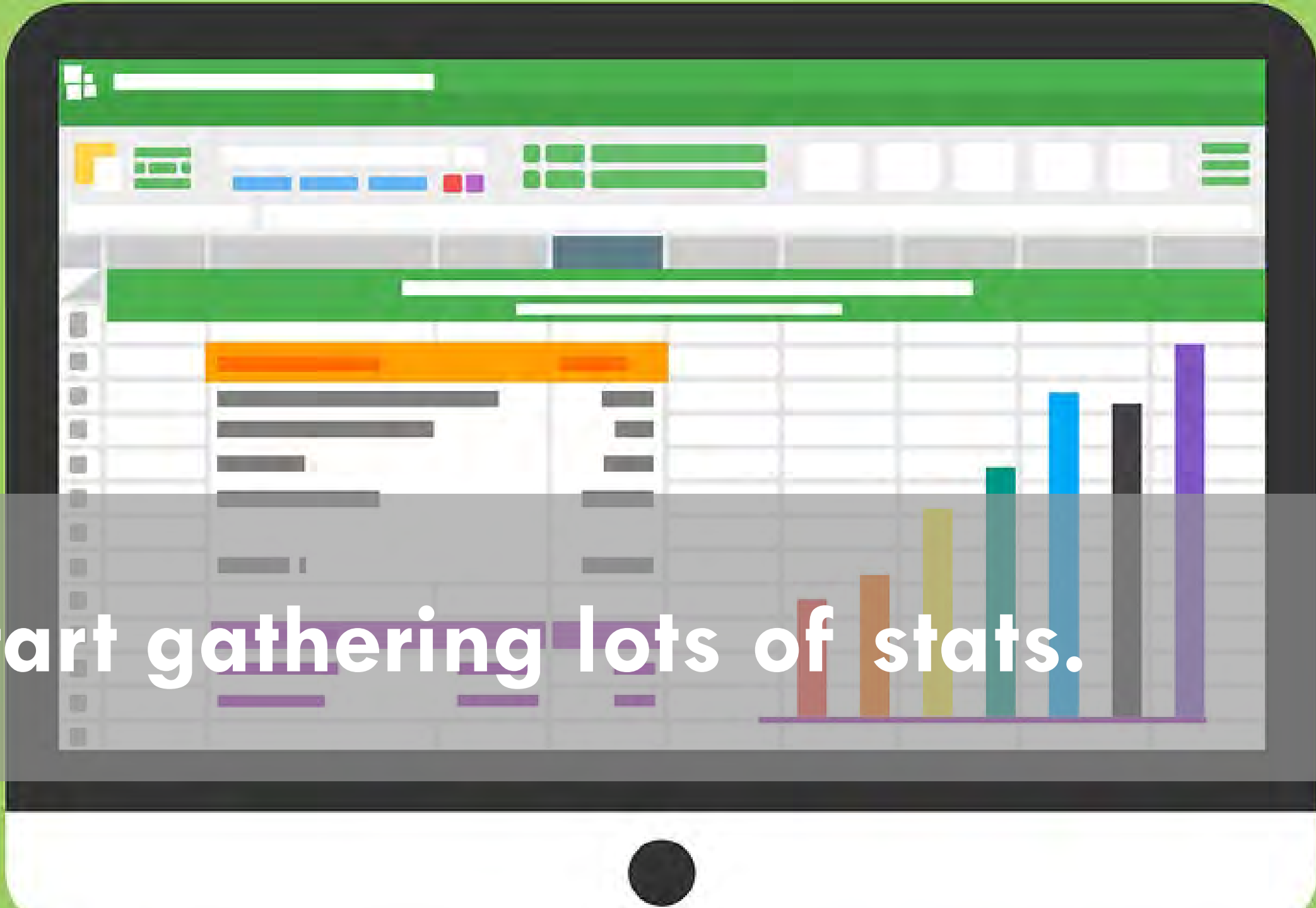
Start gathering lots of stats.

more aggressive and larger marketing campaign

Send postcards or emails to patrons with blocked cards that were no longer blocked.

Questions?