

FINE FREE PRESENTATION

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Background

- Fine Free Presentation in January.
- Idea of WHL not charging late fees on items.
- More research needed.
- New presentation by end of 2023.





Director's Research

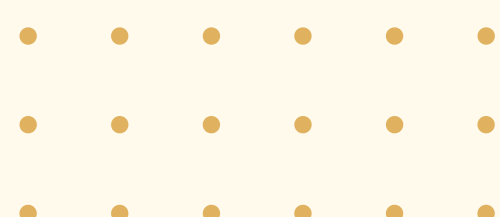
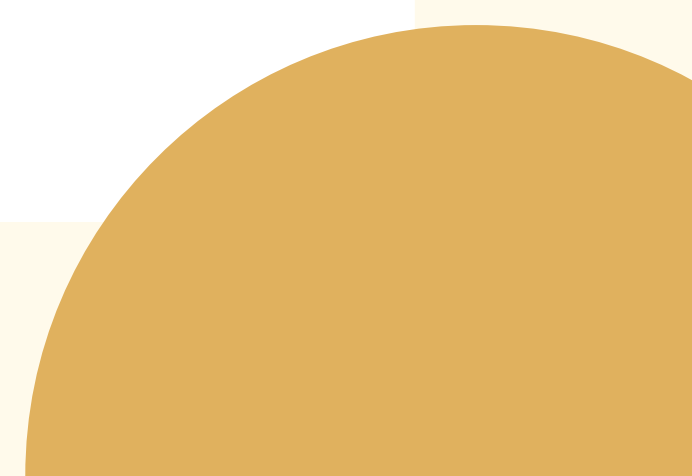
Direct Feedback

- Reached out via email to all libraries in the state that are fine free.
- Spoke with library directors who have gone fine free for feedback.

Training sessions

- Attended the Holston River Regional Library virtual workshop on Going Fine Free which included presentations from libraries that have made the switch.

System analysis

- Reached out to our library system for info on ease of removing fines on accounts.
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Director's Findings

Other Library's Feedback

- All libraries reported positive feedback and strongly encouraged going fine free.
- Patrons enjoy no fines.
- Less negative interaction between staff and patrons.
- Fewer individuals would be blocked from using the library.
- Circulation slightly increased or stayed the same.

Answers to staff concerns

- Hold wait times and circulation stayed the same.
- Few changed their checkout policy.
- Some library's still charged fees on specialty items.
- Varying times on when they would charge for a lost item.
- Our software will allow for easy waivers of charged items.



Director's Recommendation

- **Going fine free on everything but tech devices**

Still charge for prints, faxes, damaged or lost items.

- **Charging the patron the cost of the book once it is 7 days overdue.**

Waive the cost of the item once it is returned.

Not allow patrons to checkout anymore material if they have a late item.

Contact patrons by email/phone once an item is 14 days late, by mail when 21 days late.

- **Implementing fine free in March 2024 after BMA approval and Library policy changes**

Waive all late fees on patron card before going fine free.



Possible Fee Removal

Late Fees
Waived

\$4,931.27

Lost items

\$13, 455.70

Damaged Items

\$114.99

- Waive late fees listed above in March of 2024.
- Lost/damaged items fees purged every 3 years.
- Don't normally recoup this money.
- Still collect fines on faxes, damaged/lost items, and late fees on specialty items.



Benefits of Fine Free

01

Fewer blocked
cards

02

More positive
customer interaction

03

Fewer items
never returned

04

Possible
circulation
increase

05

System suitable
for change

06

Easy policy
update

07

High demand
items not
affected

08

Continual
revenue stream

Questions

