

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2019	2020	2021	2022	2023
Capital Expenditures	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Operating Costs	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
External Revenues	<u>35,096</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Program Income (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
In-Kind Match (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
NET FISCAL IMPACT	<u><u>35,096</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>	<u><u>0</u></u>
# ADDITIONAL FTE POSITIONS (Cumulative)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Is Item Included in Current Budget?			Yes <u>X</u>	No	
Budget Account No.:	Fund <u>1180</u>	Dept <u>320</u>	Unit <u>3200</u>	Revenue Source <u>5200</u>	

Does this item include the use of federal funds? Yes No X

B. Recommended Sources of Funds/Summary of Fiscal Impact:

Source: Library Fines

Impact: The impact is a reduction in the anticipated revenue collection for fiscal year 2019. The fiscal impact can be absorbed within the current budget.

C. Departmental Fiscal Review: Alicia Larrow
(Director, Library Finance and Facilities)

III. REVIEW COMMENTS:

A. OFMB Fiscal and/or Contract Dev. And Control Comments:

[Signature] 4/24/19 OFMB
4/24
2/4/19 BR 4/24
[Signature] 4/29/19 Contract Dev. And Control

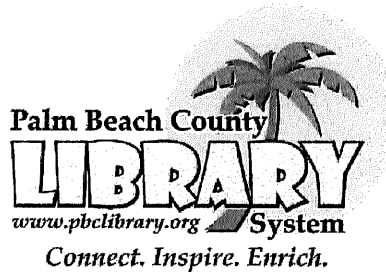
B. Legal Sufficiency:

Anne Delmont 4/30/19
Assistant County Attorney

C. Other Department Review:

N/A
Department Director

This summary is not to be used as a basis for payment.



LIBRARY ADMINISTRATION: (561) 233-2600 • COUNTYWIDE: 1-888-790-4962 • FAX: (561) 233-2622

Overdue Fine Forgiveness Month - June 2019
Scope of Program

Details of Program:

- During the month of June 2019, library card holders may request forgiveness on outstanding overdue fines that have been assessed to their account.
- Overdue fines will be forgiven by a library staff member upon request from the card holder. Requests will be accepted in person or by phone through a Palm Beach County Library location, or through a form on the library web site at www.pbclibrary.org.
- Free replacement library cards will be issued during the month of June 2019 upon request.
- Library staff will document fines forgiven through the standard monthly tracking forms.

Exempt from the Program:

- Fees for Damaged or Lost materials
- Collection Agency fees
- Bad Check fees
- Interlibrary loan fees
- No refunds will be issued for overdue fine charges paid prior to June 2019

Library staff will continue to follow Library Policy CLO-106 for all fine forgiveness requests that are not covered by this special program.

May 7, 2019 Regular Agenda Item
Attachment #1

PALM BEACH COUNTY LIBRARY

TO: ALL LIBRARY STAFF
FROM: DOUGLAS CRANE
LIBRARY DIRECTOR
PREPARED BY: AURORA ARTHAY
ASSISTANT LIBRARY DIRECTOR
SUBJECT: Overdue Fines
PPM #: CLO - 106

ISSUE DATE
January 15, 2019

EFFECTIVE DATE
January 15, 2019

PURPOSE: To establish policy governing charging of fines for library materials returned overdue.

AUTHORITY: Action by Palm Beach County Board of County Commissioners on January 29, 1991, directing implementation of overdue fines. Further Board direction on March 18, 1997. Palm Beach County PPM CW-F-048 Receivables Collections and Write-Offs.

POLICY: It is the policy of the Palm Beach County Library System to encourage the timely return of borrowed materials by charging fines for library materials kept overdue. Overdue fines are applied equally to items from the Palm Beach County Library System and to items on loan from other institutions.

The amount charged for all lending materials is 10 cents per day per item, with a \$5.00 maximum fine per item. There is a 3-day grace period before fines begin to accrue.

Fines are calculated using calendar days.

Determination of days which are not to be used in calculating overdue fines will be made by the Library Director.

Members who have items which are lost or damaged will be assessed the replacement cost for the item. Members who have items which were returned incomplete will be assessed the replacement cost for the item. Should the missing portion of the item be returned, members will be assessed any overdue fines accrued while the item had not been fully returned.

Members will be blocked from checking out additional items when accrued overdue fines or other monies owed total \$5.00. Borrowing privileges resume when the total amount owed equals \$4.99 or less. Exceptions to this blocking may be made by the Branch Manager or Access Services Manager.

The Library recognizes that members may have compelling reasons for failing to return items on or before the date due. Therefore, procedures have been established to remove fines.

Removal of Fines or Other Monies Owed from Member Records

Disputes from members whose debt has been referred to a collection agency should be directed to the Division Head. Those monies owed are addressed in countywide PPM #CW-F-048 and cannot

be forgiven without the completion of the *Request to Forgive/Adjust Overdue Fines or Other Monies Owed* (Attachment A) and the approval of the Division Head with concurrence of the Library Director of Finance & Facilities. The request must include research of the member's borrowing record, analysis of implications and reason for recommendation. Overdue fines or other monies owed which have not been referred to a collection agency may be forgiven and removed, without payment, from a member's record under the following circumstances:

1. Overdue fines assessed and other monies owed due to Library error may be removed by Member Services staff with job classification of Library Associate II and above. Documentation of circumstances consists of a copy of the member's record attached to the *Report of Forgiven/Adjusted Overdue Fines or Other Monies Owed* (Attachment B), which is submitted to the Accounts Receivable section within the Finance and Facilities Division.
2. At the direction of the Library Director, overdue fines assessed due to a facility being closed at a not regularly scheduled time may be removed by Member Services staff with job classification of Library Associate II and above.
3. Overdue fines accrued or other monies owed due to the following circumstances may be removed at the discretion of the Branch Manager or Access Services Manager:

Out of town emergencies including illness/hospitalization/accident; death; and military service. Documentation such as an obituary, a legal document (e.g., death certificate), or a letter from a treating physician may be required.

Medical emergency/hospitalization of member including recovery period at home. Documentation such as a legal document (e.g., police accident report), a hospital bill, letter from treating physician, or a newspaper article may be required.

Crimes/disasters including thefts and personal disasters that keep member from entering their home and/or destroy library materials (e.g., fire, flood). Documentation such as a police report or an insurance claim may be required.

The Branch Manager or Access Services Manager will submit, with the *Report of Forgiven/Adjusted Overdue Fines or Other Monies Owed* (Attachment B), a *Request* (Attachment A) explaining the reason for the removal of a fine, and a copy of the member's record to the Accounts Receivable section within the Finance and Facilities Division.

4. Overdue fines accrued as a result of financial hardship of the cardholder may be removed by an Area Coordinator or a Division Head, upon the recommendation of staff, according to the following procedure:

The Branch Manager or Access Services Manager must submit *Request* (Attachment A) in writing to the Area Coordinator or Division Head, detailing circumstances and recommending forgiveness of overdue fines or other monies owed. If appropriate, documentation should be attached (e.g., welfare document, bankruptcy document, member's letter). *Request* (Attachment A) must also include research of member's borrowing record, analysis of implications and reason for recommendation. If approved by the Area Coordinator or Division Head, the *Request* (Attachment A) and any accompanying documentation is forwarded to the Accounts Receivable section within the Finance & Facilities Division with the *Report of Forgiven/Adjusted Overdue Fines or Other Monies Owed* (Attachment B).

5. Overdue fines accrued and other monies owed due to extraordinary circumstances not otherwise covered in this PPM may be removed at the discretion of the Division Head, upon the recommendation of staff, per the following procedure:

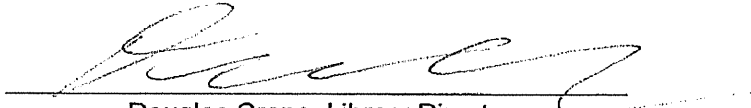
Branch Manager, Access Services Manager, or Area Coordinator must submit *Request* (Attachment A) in writing to the Division Head, detailing extraordinary circumstances and recommending forgiveness of overdue fines and/or other monies owed. Request must also include research of member's borrowing record, analysis of implications and reason for recommendation. If approved by the Division Head, the request is forwarded with any accompanying documentation to the Accounts Receivable section within the Finance & Facilities Division, with the *Report of Forgiven/Adjusted Overdue Fines or Other Monies Owed* (Attachment B).

Exemptions

Talking Books Service to the Blind and Physically Handicapped and deposit collections to institutions will not charge or collect overdue fines.

CONTACT POSITION: Member Services Supervisors

APPROVED BY:


Douglas Crane, Library Director

Supersession History:

PPM #CLO-106:

Issued	May 15, 1991
Revised	October 7, 1992
	June 1, 1994
	August 22, 1994
	September 1, 1997
	June 1, 1998
	January 3, 2000
	August 29, 2001
	July 1, 2002
	January 15, 2003
	March 14, 2007