PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM SUMMARY

Meeting Date: February 7, 2023	[X] Consent [] Ordinance	[r] Regular] Public Hearing
Department:	L] eramanoo	ι.	1
Submitted By:	County Library/Admi	<u>nistra</u>	tion
Submitted For:	County Library/Admi	nistra	tion

I. EXECUTIVE BRIEF

Motion & Title: Staff recommends motion to approve the write-off of uncollectible lost/damaged library materials charges from library card accounts found in the Library Department's Integrated Library System (ILS) database for all lost/damaged charges dated from October 1, 2016 to September 30, 2017 for a total of \$178,855.15.

Summary: Library card account holders are required to return library items in the condition they were borrowed with the expectation of minimal wear and tear. Account holders who fail to return library items by their due date are charged the full replacement amount as specified in the item record and their account is blocked from further borrowing if charges stand at \$25 or higher. Returning the item in good condition will remove associated charges. Account holders who return items in a damaged condition are charged the full replacement amount as specified in the item record and their account is blocked from further borrowing if charges stand at \$25 or higher. Returning the item in good condition will remove associated charges. Account holders who return items in a damaged condition are charged the full replacement amount as specified in the item record and their account is blocked from further borrowing if charges stand at \$25 or higher. Borrowing privileges are restored if the account has fewer than \$25 in charges. The Library Department contracts with a collection agency to collect unpaid bills. The agency makes several attempts to contact the borrower. Unpaid charges referred to collections do not effect a borrower's credit.

The Integrated Library System (ILS) contains all information on borrowers and items in the collection. The Library Department was given permission on February 1, 2022 by the BCC to write-off all uncollectible lost/damaged materials charges dated prior to October 1, 2016. Based on an ILS report, the system contains 10,300 lost/damaged bills dated from October 1, 2016 to September 30, 2017 spread across 3,670 user accounts. Obsolete item records cannot be removed when still attached to a borrower's record, which leads to database management concerns such as slower response times and increased storage charges.

Borrower records are considered expired and removed from the ILS if the account is dormant for seven years. Library card accounts with lost/damaged charges that would normally have expired cannot be removed from the database. Retaining this information increases the amount of storage required for the ILS which leads to database management concerns. <u>Countywide</u> (AH)

Background and Justification: The Library circulates millions of items a year. Since the founding of the Palm Beach County Library System, borrowers have been held responsible for returning library items on time and in good condition. Library materials are considered fixed assets so the Library must make an effort to recover them through such tools as suspending borrowing privileges, assessing lost/damaged charges, and a collection agency. It is the assessment of Library Administration that charges over five years old are deemed uncollectable. Examples of reasons why this debt may be uncollectable include:

- Account holder has moved out of the area
- Account holder is financially unable to pay the charges
- Account holder no longer uses the Palm Beach County Library System
- Account holder is deceased

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Recommended By:		2		(Douglas Crane)	1.24.27
Department Director	0		Dat	e	/
	200A	RL	1		1/2/123
Approved By:	$-\lambda \chi \Lambda$	- XC		(Todd Bonlarron)	
Assistant County Admini	strator U	\sim	Dat	te	1 .

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2023	20 <u>24</u>	20 <u>25</u>	20 <u>26</u>	20 <u>27</u>		
Capital Expenditures Operating Costs External Revenues Program Income (County) In-Kind Match (County)	0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0		
NET FISCAL IMPACT # ADDITIONAL FTE				0	_0		
POSITIONS (Cumulative)	0	0	0	0	0		
Is Item Included in Current B Budget Account No.:	udget? Fund	Dept	Yes_ Unit	No <u>x</u> Source			
Does this item include the use of federal funds? Yes No X_							

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

Sources:

- Impact: There is no fiscal impact associated with this item. The approval of this item will authorize the Library department to record the necessary entries to remove these accounts from the financial records. As required under PPM CW-F-048, Library will continue to maintain a database of all lost/damaged charges on member accounts.
- C. Departmental Fiscal Review:

(Director, Library Finance and Facilities)

III. <u>REVIEW COMMENTS:</u>

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

<u>, 1</u>7312073 ОГМВ 9А 1183

B. Legal Sufficiency:

23 Contract Dev. And Control Fred , /25/2/3

1/30/23

C. Other Department Review:

Department Director

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