

PALM BEACH COUNTY
 BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: February 6, 2024 Consent Regular
 Ordinance Public Hearing

Department:
 Submitted By: County Library/Administration
 Submitted For: County Library/Administration

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, 2017 to September 30, 2018 for a total of \$169,483.83.

Summary: Based on an ILS report, the system contains 9639 lost/damaged bills dated from October 1, 2017 to September 30, 2018 spread across 3380 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. 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. On Feb. 7, 2023, the BCC authorized the write-off of all uncollectible lost/damaged materials charges dated prior to October 1, 2017.

The Integrated Library System (ILS) contains all information on borrowers and items in the collection. 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.

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. 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. **(Countywide)** (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 but are not limited to:

- 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: (Douglas Crane) 1-12-24
 Department Director Date

Approved By: (Todd Bonlarron)
 Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

3N2

A. Five Year Summary of Fiscal Impact:

Fiscal Years	<u>2024</u>	<u>2025</u>	<u>2026</u>	<u>2027</u>	<u>2028</u>
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>0</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>0</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	No <u>X</u>	
Budget Account No.:	Fund	Dept	Unit	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: *Alicia Harmon*
(Director, Library Finance and Facilities)

III. REVIEW COMMENTS:

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

<u><i>[Signature]</i></u> OFMB <i>GA 1116</i> <i>11/16</i>	<u><i>[Signature]</i></u> Contract Dev. And Control <i>1/19/24</i>
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B. Legal Sufficiency:

Anne Delgent *1-22-24*
Assistant County Attorney

C. Other Department Review:

Department Director