

PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS  
AGENDA ITEM SUMMARY

Meeting Date: March 3, 2026

Consent  
 Ordinance

Regular  
 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 charges from library card accounts found in the Library Department's Integrated Library System (ILS) database for all lost/damaged bills, Interlibrary Loan fees, and non-sufficient funds checks dated from October 1, 2019 to September 30, 2020 for a total of \$308,356.12.

**Summary:** Based on an ILS report, the system contains a total of 17,630 lost/damaged bills, Interlibrary Loan fees, and non-sufficient funds checks dated from October 1, 2018 to September 30, 2019 spread across 6,028 user accounts. Starting in 2022, the Board of County Commissioners has annually given the Library Department permission to write-off charges for uncollectible bills and fees dated older than five years from the start of that fiscal year. The 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 such as slower response times and increased storage charges.

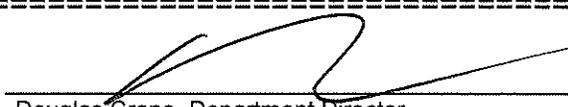
In October 2019, the Board of County Commissioners authorized the Library Department to stop charging overdue fines. Cardholders are required to return library items in the condition they were borrowed with the expectation of minimal wear and tear. Account holders who fail to return library items by 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 when 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)

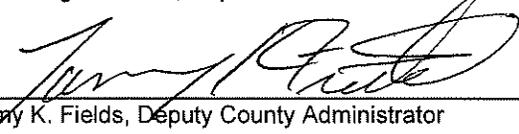
**Background and Policy Issues:** The Library circulated 8.8 million items last fiscal year. Borrowers are responsible for returning library items on time and in good condition. Library materials are considered fixed assets so the Library must make an effort to recover them through such tools as suspending borrowing privileges, assessing lost/damaged charges, and using 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.

Attachments

1. Annual Fine Waive Memo from Library Information Technology - 2026

Recommended by:  1/12/26  
Douglas Crane, Department Director Date

Approved by:  1/21/26  
Tammy K. Fields, Deputy County Administrator Date

**II. FISCAL IMPACT ANALYSIS**

**A. Five Year Summary of Fiscal Impact:**

Fiscal Years	2026	2027	2028	2029	2030
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>
<b>NET FISCAL IMPACT</b>	<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 <u>  </u>	No <u>X</u>	

Budget Account No.:                      Fund                      Dept.                      Unit                      Source

Does this item include the use of federal funds?                      Yes                         No X  
 Does this item include the use of state 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 Garrow  
 Alicia Garrow, Library Finance and Facilities Director

**III. REVIEW COMMENTS:**

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

ASD 1/15/26  
 OFMB KY 1/15 JA 1/15

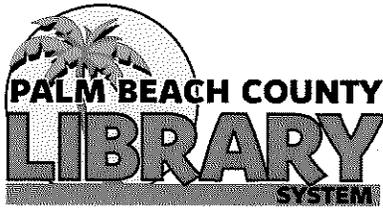
Grande 1/16/24  
 Contract Dev. And Control 26 1.16.26

**B. Legal Sufficiency:**

Anne DeKant 1/20/26  
 Assistant County Attorney

**C. Other Department Review:**

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 Department Director



LIBRARY ADMINISTRATION: (561) 233-2600

COUNTYWIDE: 1-888-790-4962

**TO:** DOUGLAS CRANE, LIBRARY DIRECTOR

**DATE:** 12/5/2025

**FROM:** CRAIG LESSARD, DIRECTOR INFORMATION TECHNOLOGY  
JENNIFER MEDLER, LIBRARY TRAINING & TECHNICAL ASSISTANCE SUPERVISOR

**RE: ANNUAL FEE & ITEM REMOVAL REPORT**

The Information Technology staff proposes removing the estimated fees and items in March 2026 itemized below per PPM CLO-207.

Bill Reason	# Bills	Total Amount	# Users
ILL Fees Before 10/01/2020	11	\$32.60	9
Damaged, ILL Damaged, & Reinstated Damaged Bills Before 10/01/2020	108	\$2,147.31	82
Lost, ILL Lost, & Reinstated Lost Bills & Items Before 10/01/2020	17,511	\$306,176.21	5,953
<b>TOTAL</b>	<b>17,630</b>	<b>\$308,356.12</b>	<b>6,028</b>

- We estimate approximately 1,957 expired user accounts could be removed from the system.
- Approximately 570 affected accounts are active and will have borrowing privileges restored.