



The Chemung County Library District, with neighborhood libraries in Big Flats, the Bookmobile, Elmira, Horseheads, Van Etten, West Elmira, and on the web at www.cclld.lib.ny.us

Agenda

The June 2018 meeting of the Board of Trustees of the Chemung County Library District will be held on Thursday, June 21st, 2018 at 6:00 pm at the **Van Etten Library, 83 Main St., Van Etten, NY 14889**. The agenda for the meeting is listed below. If you are unable to attend, please inform Ms. Kappanadze (607-259-2646), Mrs. Santulli (733-8607), or Mr. Shaw (733-8611).

1. Call to order
2. Pledge of allegiance
3. Board Actions
 - a) Appointment of new board member for the 11th District
4. Approval of minutes (document #2018-29)
5. Treasurer's report
 - a) Financial report (document 2018-30)
 - b) Report of Unpaid Bills Detail (document 2018-31)
6. Correspondence
7. President's report
8. Director's Report
 - Consent Item: Approval of Personnel Actions (Appendix C).**
Resolved that the CCLD Board of Trustees approve Personnel actions as submitted.
 - Consent Item: Approval to remove fines for juvenile materials**
Resolved that the CCLD Board of Trustees approve the removal of fines for juvenile materials as submitted.
 - Consent Item: Approval of revision to loan period for educational DVDs**
Resolved that the CCLD Board of Trustees approve the extension of educational DVD loan period as submitted.
9. Committee reports:
 - a) Executive Committee (Kappanadze)
 - 1) Report of the Committee meeting (document 2018-32)
 - b) Budget & Finance Committee (Schamel)
 - 1) Report of the Committee meeting (document 2018-34)
 - c) Building & Grounds Committee (Muldoon)
 - 1) Report of the Committee meeting (document 2018-35)
 - d) Personnel Committee (Kappanadze)
 - e) Election and Continuity Committee (Rogan)
10. Executive Session
11. Old business
 - a) Updating of Board Posters
 - b) Change to the District's alcohol policy
 - c) Advocacy Committee
 - d) No quorum meeting schedule changes
12. New business
13. Period for public expression
14. Adjournment

(Minutes of the MAY 17, 2018 meeting of the Chemung County Library District Board of Trustees. Document #2018-29)

The meeting was called to order at 6:00pm by President Marge Kappanadze. Present were Pat Silvernail, Ann Hayes, Bonnie Chollet, Will Wehling, Jack Schamel, Lillian White, Phyllis Rogan, Karl Schwesinger, Martha Smith, Jared Myers and Tim Blandford. Excused: Pam Larnard & Michael Muldoon. Also present were Joan Santulli and Ron Shaw, the Library District's Administration.

Board Actions. Election of Board Vice-President. Mr. Wehling moved, seconded by Mr. Blandford to appoint Phyllis Rogan as Vice-President of the Chemung County Library District's board of trustees. VOTE: 11-Yes, Rogan Abstained. Motion Approved. The approval of a new Board Vice-President will be tabled until the next meeting.

Minutes. The minutes of the April 2018 meeting (Document #2018-23) were presented for board review. Ms. Chollet moved, seconded by Ms. Hayes to approve the minutes as submitted in writing. VOTE: Unanimously Approved.

Financial Report. The April 30, 2018 Financial Report (Document #2018-24) was presented for board review. Mr. Schamel moved, seconded by Mr. Myers to approve the Financial Report as distributed. VOTE: Unanimously Approved.

Report of Unpaid Bills (Document #2018-25). Ms. Silvernail moved, seconded by Mr. Schwesinger that the board authorize the payment of the unpaid bills dated 5/2/18 – General Fund - \$37,378.00 and Grant Fund - \$307.41; dated 5/8/18 – General Fund - \$17,667.82 and dated 5/17/18 – General Fund - \$2,194.00 as distributed in writing. VOTE: Unanimously Approved.

Correspondence. The Southern Tier Library System is holding a Trustee Retreat on June 7th. CCLD board members are encouraged to register online.

President's Report. Ms. Kappanadze introduced Lee Saginario, a prospective candidate to fill the vacancy in the 11th District. She stated that Jan Kather is available tonight to take photos of trustees who wish to have a new picture on the board poster that is being revised.

The thank you letter given to staff for their work on the 2018 Maker Faire was passed around for board members to review. President Kappanadze made a notation that the CCLD website needs to be updated – the board packet is not there and the link to the Archives is broken.

Director's Report. Mr. Shaw reported that staff are working on statistics for the board to review before making a decision on whether or not to update CCLD policies to allow Juvenile library materials to have NO fines. A twelve month average of fines collected for these materials is approximately \$7,000. Staff are also working on a request for reconsideration of CCLD's Alcohol Policy. The revision will allow Alcohol to be served during special programs only and with strict guidelines. This will be sent out to the board prior to the next board meeting.

Mr. Shaw will be attending the New York Library Association Leadership & Management Academy the first week of June. The topics include Budgeting & Finance and Partnerships, Collaborations & Relationships.

Programs/Meetings. Two Focus Groups (May 23 & 30) have been planned to discuss the present and future of CCLD. The meetings will assist in developing a new 3 year Strategic Plan. Spring Continuing Ed day is scheduled for June 8th at Corning Community College. CCLD and STLS are partnering in this event. Board members are invited to attend. The May 4th Star Wars program was a success with over 150 people attending, kids and parents alike. On August 17th, the Steele Library will be holding an outdoor “bad movie” night. The annual Summer Concert Series funded by the Friends of CCLD is scheduled to begin on Tuesday nights from July 10 – August 7. The Central Library meeting was held May 10th with recommendations being discussed about JobNow and Ancestry.com. Decisions will be forthcoming about these electronic resources.

Consent Item: Approval of Personnel Actions (Appendix C).

Resolved by Mr. Schamel, seconded by Mr. Wehling that the CCLD Board of Trustees approves the Personnel actions as submitted in writing. VOTE: Unanimously Approved.

Consent Item: Approval of Hotspot Policy. Resolved by Mr. Wehling, seconded by Ms. Smith that the CCLD Board of Trustees approves the Hotspot Circulation Policy and Agreement as submitted in writing. VOTE: Unanimously Approved.

The Director's Report (Appendix A) and the CCLD Staff Reports (Appendix B) for last month were submitted in writing to the board.

Executive Committee. The report of the Executive Committee was presented in writing to the board (Document #2018-26). There was nothing further to report.

Budget & Finance Committee. The report of the Budget & Finance Committee meeting was presented in writing to the board (Document #2018-27). Mr. Shaw reported that CCLD has received \$54,553 in PILOT funds from Chemung County and \$200,000 from the Steele Memorial Library Foundation for the Teen Space. The auditors, Mengel, Metzger & Barr have sent a “representation” letter for the CCLD President and Treasurer to sign that confirms that the Library District has given MMB all required information for them to complete the audit.

Buildings & Grounds Committee. The report of the Buildings & Grounds Committee meeting was presented in writing to the board (Document #2018-28). Mr. Schwesinger reported concerning the Teen Space that Kim Bolan has drawn up an addendum to her contract for her portion of the project. The addendum allows for wall finishes, furniture, flooring, paint color, etc at a cost not to exceed \$3,500 and if needed an additional \$1,200 (plus expenses) for an on-site visit to oversee furniture installation.

Consent Item: Mr. Schwesinger moved, seconded by Ms. Hayes that the CCLD Board of Trustees approves the addendum to Kim Bolan’s contract to provide additional design services for the Teen Space as submitted in writing. VOTE: 11 – Yes, Chollet Abstained (but stated she has no objection to the Teen Space being installed). With the check from the SML Foundation, CCLD now has approximately \$577,000 in grants and reserves set aside for this project.

Regarding applying for State Funding for a Children’s Area at the Steele Library, the Committee agreed with Director Shaw that this project will be postponed until the Teen Area has been completed. Lessons learned from the installation of the Teen Area can then be utilized in apply for funding for a Children’s Area.

Mr. Shaw reported that he has requested a meeting with Bob Dieterle, Supervisor of the County Buildings & Grounds Department to discuss the Outdoor Beautification project at the Steele Library. Reserve Funds in the amount of \$25,000 have been set aside for the purchase of banners, planters, trash cans and ash trays. Since the County maintains the building and its grounds, CCLD is asking for their input before making any purchases.

Personnel Committee. The Director's evaluation will be covered in Executive Session.

Election & Continuity Committee. Ms. Rogan reported that the Committee is preparing to start the election process for 2018. Resolved by Ms. Rogan, seconded by Ms. Silvernail that the Board of Trustees of the Chemung County Library District hereby authorizes the Election and Continuity Committee and the Election Commissioner to expend funds not to exceed \$4,000 for the purpose of conducting the 2018 election. VOTE: Unanimously Approved. After the election, the Committee will submit to the Board a financial report detailing those expenditures.

Resolved by Ms. Rogan, seconded by Mr. Wehling that the Board of Trustees of the Chemung County Library District appoints Sue Cook as Election Commissioner with the same duties and responsibilities as last year at a fixed fee of \$1,500. VOTE: Unanimously Approved.

Old Business. Circulation figures have gone down each year for the last 3 years. Electronic Resources are not included in the circ numbers. Program Attendance continues to rise over the same 3 year period. Demographics fuel these numbers.

Ms. Silvernail reported that the recent Friends of CCLD book sale took in approximately \$6,000. One storage trailer has been emptied which will reduce costs of storage. Another sale of the same type is being planned. The "mini book sale" at the Steele Library has been taking in over \$500 per month.

Mr. Schwesinger reported that he is working on a new poster of the board members and their districts. It will include 3-D frames that will make it easy to switch out photos when there are changes in members of the board.

Ms. Santulli passed around a thank you card made in the Tinker Lab and signed by CCLD staff members who appreciated the recent gift given to them by the Board of Trustees.

New Business. Mr. Schamel stated that he has spoken to Bob Freeman regarding CCLD's inability to always have a quorum at the Executive Committee meeting to approve payment of bills. He was told that CCLD can schedule another meeting as close thereafter as necessary and advertisement on the website and one news media is all that is necessary to legally hold the meeting. At the next meeting of the board, a decision can be made as to whether to automatically list the alternative meeting date as the next day, Thursday, or the following Monday.

Public Expression. None

Executive Session. Mr. Schamel moved, seconded by Mr. Wehling to move into Executive Session for the purpose of discussing the CCLD Director's evaluation. VOTE: Unanimously Approved. Mr. Schamel moved, seconded by Mr. Wehling to come out of Executive Session. VOTE: Unanimously Approved.

Mr. Schamel moved, seconded by Mr. Blandford to accept the recommendations of the Personnel Committee regarding Ron Shaw's evaluation. VOTE: Unanimously Approved. Mr. Schamel moved, seconded by Mr. Blandford to give Mr. Shaw a raise of 2% for this fiscal year, said raise to be retroactive to his anniversary date of hire. VOTE: Unanimously Approved.

Mr. Schamel moved, seconded by Mr. Blandford to give Library Director Shaw an additional five (5) days of vacation time per year. VOTE: Unanimously Approved. Mr. Schamel moved, seconded by Mr. Blandford to give Joan Santulli, CCLD's Administrative Assistant five (5) additional days of vacation time per year. VOTE: Unanimously Approved.

The meeting was adjourned at 7:27pm. The next regular meeting of the board will be held on Thursday, May 17th, 2018 at 6:00pm at the **Van Etten Library, 83 Main Street, Van Etten, New York.**

CHEMUNG COUNTY LIBRARY DISTRICT

(DOCUMENT #2018-30)

Financial Report - MAY 31, 2018

Income	2018 Annual Budget	Received to Date	Balance Remaining	Percentage Received	Percentage through Year	Notes
Library Fines, Fees & Contributions	\$ 68,725	\$ 40,175	\$ 28,550	58.46%		Stock donation for NF
Grants (other than N.Y.S.)	\$ -	\$ 39,505				FR of CCLD \$16,000; Hiliard/Corning Lib \$2,250 for Maker Faire; STLS for M.Faire\$2k,BulletAid\$13k,WiFi\$1,500; Comm F\$1,600; ARTS \$3,055
Foundation Contributions	\$ 190,000	\$ 220,000	(30,000)	116%		INCL \$200,000 Steele Foundation for Teen Space
Library District Tax Receipts	\$ 2,899,057	\$ 2,889,057	10,000	100%		
PILOT Funds	\$ 50,000	\$ 54,553				
Interest on Investments	\$ 3,000	\$ 2,765	235	92%		
State Aid						
Central Library Development	\$ 97,951		97,951	0%		
Central Book Aid	\$ 66,698		66,698	0%		
Local Library Services Aid	\$ 37,000		37,000	0%		
Other State Aid		\$ 10,174				Final on Chiller Project
TOTAL INCOME	\$ 3,412,431	\$ 3,256,229	\$ 210,434	95%	42%	
Expense	Annual Budget	Expended to Date	Balance	Percent	Percentage	
Personnel						
Salaries	1,490,981	\$ 640,424	\$ 850,557	43%		
Overtime & Holiday Salaries	22,104	\$ 4,541	17,563	21%		
Employee Benefits						
FICA	115,751	\$ 51,889	\$ 63,862	45%		
NY State Retirement	239,361	\$ 101,499	\$ 137,862	42%		
Medical & Dental	449,878	\$ 209,389	\$ 240,489	47%		
Other (Disability, Wk. Comp, Unemp)	21,415	\$ 21,104	\$ 311	99%		
Subtotal - Personnel Expenses	2,339,490	1,028,847	\$ 1,310,643	44%	42%	
Contractual						
Equipment	91,749	\$ 13,480	78,269	15%		Total \$10,584=Grant for MakerSpace +\$2,194 Defibrillator
Telephone	12,600	\$ 7,938	4,662	63%		
Supplies	53,344	\$ 19,440	33,904	36%		Total \$4,731=FR-HH \$378, Grant Mspace \$748, Grant M.Faire\$2,104; Mkt\$495, HH Found \$1,006
Travel & Continuing Education	20,615	\$ 6,699	13,916	32%		
Repairs & Maintenance	25,734	\$ 9,025	16,709	35%		
Postage	2,000	\$ 1,339	661	67%		
Library Materials (books, video, etc.)	360,921	\$ 91,487	269,434	25%		Total \$4,497=FR-HH \$2,727; Gifts \$1,770
Utilities	58,600	\$ 18,508	40,092	32%		4th Qtr 2017
Building Cleaning Supplies	15,825	\$ 3,973	11,852	25%		
Fuel, Gas & Oil (Bookmobile)	2,500	\$ 859	1,641	34%		
Insurance	32,433	\$ 31,409	1,024	97%		
Vehicle Operation / Maintenance	5,000	\$ 4,409	591	88%		Doors repaired DEC 2017
Professional Fees (audit, engineer/legal fees)	30,825	\$ 26,800	4,025	87%		Incl \$8,542 Bolan services; Grant \$2,980; Audit \$7,500
Data Processing Expenses (Cost Share)	123,749	\$ 33,164	90,585	27%		1st Qtr 2018
Payment of Taxes	5,080	\$ 5,298	(218)	104%		
Library Programming	35,130	\$ 27,146	7,984	77%		Total \$11,573=FR-HH\$2,369; ARTS\$1,420; FR\$1,417; Grant MS\$198; Grant Faire\$6,169
Chemung County costs (B&G, vision)	14,800	\$ 2,907	11,893	20%		
Capital Improvements STATE CONST see below	36,634	\$ 11,000	25,634	30%		Tinker Lab expansion
Contingency Fund	69,846		69,846	0%		
Subtotal Expenses	\$ 3,336,875	\$ 1,343,729	\$ 1,993,146	40%	42%	
2017 & 2018 State Construction Projects						
TOTAL EXPENSES	\$ 3,336,875	\$ 1,343,729				

Chemung County Library District General Fund
Unpaid Bills Detail
As of June 13, 2018

Type	Date	Memo	Open Balance
Bryan Boynton			
Bill	06/12/2018	Reimb conference expenses	62.28
Total Bryan Boynton			62.28
Cris Johnson			
Bill	06/12/2018	7/10 Prog at HH	250.00
Total Cris Johnson			250.00
Deborah L. Brimmer			
Bill	06/12/2018	IT conference expenses	65.75
Total Deborah L. Brimmer			65.75
Demco, Inc.			
Bill	06/12/2018	purchase of book carts for processing-all libraries	5,558.10
Bill	06/12/2018	SRC supplies for ST Teen	189.26
Bill	06/12/2018	Tables/Chairs for HH pd by Foundation	6,345.00
Total Demco, Inc.			12,092.36
Eastern Managed Print Network			
Bill	06/12/2018	Patron copiers replace voided ck#2737	816.30
Bill	06/12/2018	Staff copier replace voided ck#2737	1,439.43
Total Eastern Managed Print Network			2,255.73
Eldridge Park Carousel Preservation Soc.			
Bill	06/12/2018	Deposit for SRC final party 8/8/18	450.00
Total Eldridge Park Carousel Preservation Soc.			450.00
First Transit, Inc			
Bill	06/12/2018	Bookmobile fuel-5/2-5/25	236.31
Total First Transit, Inc			236.31
Gressco LTD.			
Bill	06/12/2018	DVD security cases for ST	888.00
Total Gressco LTD.			888.00
Julie Spicer			
Bill	06/12/2018	Tai Chi programs at HH June/July	200.00
Total Julie Spicer			200.00
Kimberly Bolan & Associates			
Bill	06/12/2018	Teen Space Proj Mgmt 5/1-5/25	2,060.00
Total Kimberly Bolan & Associates			2,060.00
Kirkus Reviews			
Bill	06/12/2018	annual subscription - DIGITAL +Print HH	199.00
Total Kirkus Reviews			199.00
Madcap Productions			
Bill	06/12/2018	7/17 program at HH	835.00
Total Madcap Productions			835.00
Oriental Trading Company, Inc.			
Bill	06/12/2018	Program Supplies Dr Seuss	45.71
Total Oriental Trading Company, Inc.			45.71
Petty Cash-Steele			
Bill	06/12/2018	Postage/WE Supply&Prog/Teen prog	194.75
Total Petty Cash-Steele			194.75
Reliable Computer Products			
Bill	06/12/2018	Printer toners ST	355.97
Total Reliable Computer Products			355.97

Chemung County Library District General Fund
Unpaid Bills Detail
As of June 13, 2018

Type	Date	Memo	Open Balance
Southern Tier Library System			
Bill	06/12/2018	Cost Share 2nd Quarter 2018	28,925.00
Total Southern Tier Library System			28,925.00
SUPERCLEAN Carpet Service			
Bill	06/12/2018	BF/WE/HH -Cleaning of Carpets & Chairs	2,025.00
Total SUPERCLEAN Carpet Service			2,025.00
Tim Collins			
Bill	06/12/2018	Teen Program 7/11	300.00
Total Tim Collins			300.00
Timothy E. Cleary			
Bill	06/12/2018	7/11 program at VE	150.00
Total Timothy E. Cleary			150.00
Tom Sieling			
Bill	06/12/2018	7/3 program at HH	250.00
Total Tom Sieling			250.00
Unique Management Services, Inc.			
Bill	06/12/2018	collection notices-May	286.40
Total Unique Management Services, Inc.			286.40
W. B. Mason Co, Inc.			
Bill	06/12/2018	office supplies	108.07
Total W. B. Mason Co, Inc.			108.07
TOTAL			52,235.33

Document #2018-32

Report of the June 4th, 2018 meeting of the Executive Committee of the Chemung County Library District:

Attending the meeting from the Executive Committee were Marge Kappanadze, Phyllis Rogan and Jack Schamel; and Ronald Shaw and Joan Santulli, CCLD management. Other board members in attendance were Pat Silvernail, Jared Myers, Lillian White, Ann Hayes, Will Wehling, Martha Smith and Bonnie Chollet.

UNPAID BILLS: Ms. Santulli submitted the Unpaid Bill lists dated 6/4/18 for the General fund - \$46,483.72 and Grant Fund - \$10,093.92. Ms. Hayes moved, seconded by Mr. Wehling to approve payment of the bills as submitted in writing. VOTE: Unanimously Approved.

Director Shaw reported on the following:

Fines- At the June meeting, staff would like the board to make a decision on whether or not to remove fines from Juvenile materials. They are also suggesting increasing the loan period for educational DVD's from 1 week to 2 weeks.

Alcohol Policy – Information on the requested changes to the Alcohol Policy have been forwarded to the board. Staff would like the board to consider these changes at the June meeting.

Fall Hours. – Management is investigating revisions to the Fall schedule in order to provide better customer service to library patrons and assist with scheduling concerns. Also of importance in this will be the impact on CCLD staff when we are fully processing our own materials. This could include opening West Elmira and Big Flats 4 days per week while maintaining their current amount of hours open.

Ms. Rogan reported that the Election Committee met this evening. The auditorium at the Steele Library and the Horseheads Meeting Room have been reserved for the November 7th Election.

The meeting adjourned at 6:21pm. The next meeting of the Executive Committee of the Chemung County Library District will be held on **Thursday, July 5th, 2018**, (changed due to the Holiday) at 6pm in the Petrie Conference Room of the Steele Memorial Library.

Document #2018-33

Report of the June 13th, 2018 meeting of the Budget & Finance Committee of the Chemung County Library District.

Attending the meeting were CCLD board members Jack Schamel, Marge Kappanadze and Lillian White. Also attending were Joan Santulli and Ron Shaw, CCLD Administration. The meeting opened at 8:00am.

Ms. Santulli presented the May 31st, 2018 Financial Report to the Committee. The Report will be forwarded to the full CCLD board for its consideration.

Ms. Santulli presented the Unpaid Bills Detail dated 6/13/18 for the General Fund - \$52,235.33. The list includes the purchase of book carts for all libraries to prepare for CCLD taking over the processing of library materials and the 2nd Quarter payment to STLS for Cost Share. The Unpaid Bills Details will be forwarded to the full CCLD board for its consideration.

Mr. Shaw distributed the memo which delineates the process that Administration uses to create the 2019 budget. Planning assumptions were discussed. He also distributed the 2019 Budget Timeline. Upon looking at the dates, and realizing a conflict with the Director's availability for the July Committee meeting, the date for the July meeting was changed from the 10th to Tuesday, the 17th. At the July meeting the Committee will review the first draft of the proposed 2019 CCLD budget.

President Kappanadze is concerned that the revenue stream (other than tax revenue) for CCLD has been reduced in the last few years. She would like to strategize about what CCLD can do to increase donations from various support groups. Going forward it will be important to work with these groups to increase funding from sources other than taxes.

The meeting adjourned at 8:26am. The next meeting of the Budget & Finance Committee will be held on **Tuesday July 17th, 2018** at 8:00am in the Petrie Conference Room of the Steele Memorial Library.

Document #2018-34

Report of the June 6th, 2018 meeting of the Buildings & Grounds Committee of the Chemung County Library District

The meeting opened at 5:30pm. Present were Ms. Kappanadze and Ms. Smith. Also attending were Joan Santulli and Ronald Shaw, CCLD Management.

The Committee received reports on the following:

Teen Section. CCLD has received the contract from Bob Butcher of Foor & Associates for Project Management of the Teen Space. The project is estimated to cost \$382,900 (not including furniture or equipment) and Foor's fee is set at \$48,600 or 12% of the cost of the project. Typically engineers charge 8 – 10% for their fee. Mr. Shaw plans to speak to Mr. Butcher regarding this fee to determine whether the amount can be reduced since CCLD has a limited scope in the budget for Project Management. It appears as if it will be better to make this a winter project when things at the library are not so busy. Mr. Shaw will speak to Mr. Muldoon and Mr. Schwesinger regarding whether or not CCLD should put out an RFP for Project Management in September, have bid documents due in October and start the project in November for completion at the end of winter. Mr. Shaw sated that he plans to check into the possibility of applying for more grant funds for the Teen Space.

OutDoor Beautification. Mr. Shaw has met with representatives from the County Buildings & Grounds. They recommend an electric sign out in front of the building and have approved garbage cans, ash trays and planters. Mr. Shaw stated that his priority would be the electric sign. He will get some estimates to submit to the board for their review.

The meeting adjourned at 5:45pm.

The next regular meeting of the Buildings & Grounds Committee will be held on Wednesday, June 6th, 2018 at 5:30pm in the Petrie Conference Room at the Steele Memorial Library.

Proposal: CCLD wide *Compiled by Doris Jean Metzger, MLIS*

- **Make juvenile (kids & teens) materials fine free.**
- **Keep Lost & Damage fees**

Why:

- **Increase circulation**
- **Increase the use of the library by low income families, the families that need us the most. Low income families avoid or stop using the library because of overdue fines and fees on their cards. Literacy rates in the community will improve when low income families can use the library and kids/teens can check out materials.**
- **Improve the perception of the library by the community.**
- **Improve the relationship between staff and patrons.**
- **Most teens I talk to say they stopped coming to the library years ago because of blocked cards.**
- **Many libraries of all sizes are going fine free. Rochester and Syracuse libraries have similar demographics and poverty rates as we do. They went fine free and experienced an upsurge in circulation and positive community interaction.**

Talking Points from Public Library Association national conference March 2018:

Fine Free kid & teen books and audio books.

Many, many libraries of all sizes are going fine free on books, magazines, & audiobooks, in various ways that work for them. Some made **all patrons** fine free for books & audiobooks, while keeping Lost & damaged fines. Some did the same AND changed their collection policy to a tiered system & increased the time a book could be out before it was considered LOST. Some only went fine free for kid & teen items.

Patrons are still charged for LOST and damaged items.

Note that when going fine free, some libraries experienced *a seeming* increase in LOST items. This is because patrons may tend to keep the items out until they get the LOST notice, **then** they will bring the items back. Once the item is returned, the LOST designation on the book disappears, and so does the LOST fee).

Items with a high replacement cost (hot spots, technology, etc) still had overdue fines.

Consider: Even if you get a large dollar amount from fines, see what percentage that really is for your overall budget. What is the cost of doing collections? What are the soft, hidden costs: 1) staff time, 2) lower circulation rates, 3) alienation of low income families: the very people we aim to serve, the people

who need us the most. 4) The way the library is perceived in the community. 5) Staff –patron interactions are often negative & centered around fines & bills.

Research shows:

- Charging fines OR providing rewards to patrons **do not** significantly affect return rates.
- (The only time fines DO improve the return rate is when exorbitant fines are charged (\$5 a day for example).
- Low Income Families don't use the library, or stop using the library because of fear of fines and replacement fees. This negatively impacts the literacy rates of babies, kids, & teens. (djm says: And we know that leads to the perpetuation of more problems: poverty, lack of education, etc).
- Even if low income families DO use the library, they put the books up so the kids can't damage them or handle them b/c of fear of fines, damage fees, etc they can't afford to pay. Result: Babies don't develop early literacy, "ready to read" skills by handling the board & picture books.
- (One library even eliminated Damaged fines for **Board books** b/c we WANT the babies to handle the books).

Scenario: Keep lost & damage fees. (but not on board books). Eliminate overdue fines on juv. books & audiobooks.

Advantages:

Circulation shot up 18% in just 6 months following the start of the fine free program for kids & teens. And that was without publicizing it very much.

Patrons were SO HAPPY. STAFF: SO HAPPY b/c fewer negative interactions with patrons. Library had a more positive image in the community. More low income families came in.

90% of patrons: happy!

10% of patrons: Skeptical & remained so, no matter what. Skeptical b/c they think that fines makes people bring stuff back, teaches responsibility, is a necessary punishment, etc. All of these are false. Research shows that fines don't affect return rates.

Saved staff time (30 seconds per transaction) b/c fewer bill paying/fine conversations.

Saved staff time b/c no one had to manage Read down fines program.