



FINE FREE FAQ

WHY IS THE PALM SPRINGS PUBLIC LIBRARY NO LONGER COLLECTING OVERDUE FINES?

Our goal is to make sure our patrons can enjoy all the books and services the library has to offer. Overdue fines can prevent some patrons, especially children, from checking out books and other materials from the library. The library wants to encourage patrons to bring items back, unblock their accounts, and use the library once again!

WHAT IS THE DIFFERENCE BETWEEN A FINE AND A FEE? Fines are punitive. Fees are for library services and products, e.g., library cards, copying, printing, material replacement costs, etc.

WHEN DOES THE NEW FINE-FREE POLICY GO INTO EFFECT? As of July 1, 2018 all current accounts will be made fine-free and will start with a clean slate. Please Note: This does not apply to lost items or damage fees.

HOW DOES THE NEW FINE-FREE POLICY WORK?

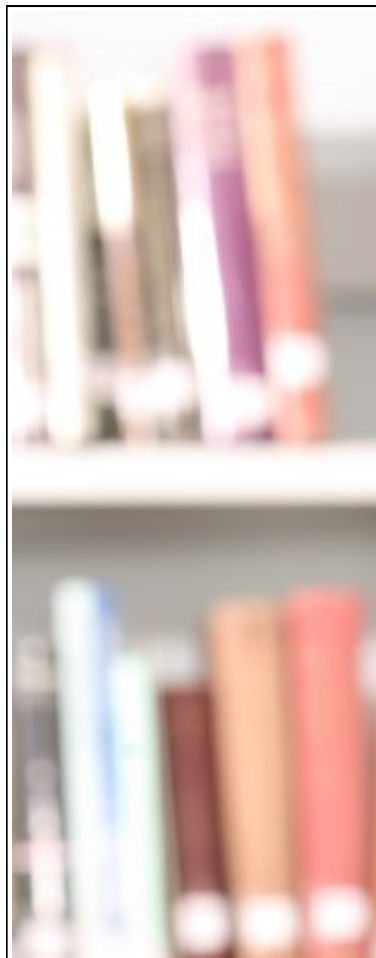
We will send notices to patrons regarding overdue library materials. If an item becomes seven (7) days overdue, the patron's borrowing privileges are revoked. After 30 days overdue, the item is considered lost and the patron will be billed the replacement cost and processing fee. Overdue fines will not be reflected on the patron's account. If the patron is sent to collections, a separate Delinquent Collection fee of \$10.00 per account will apply.

WILL THE LIBRARY LOSE MONEY OR MATERIALS DUE TO THE NEW FINE-FREE POLICY?

Overdue fines make up less than one percent (1%) of the library's operating budget and, in fact, cost more in staff time to collect than what is received. It costs nearly \$3 to collect a \$0.25 fine, for example.

IF I HAVE OVERDUE ITEMS OR IF I OWE \$5.00 OR MORE IN FEES CAN I STILL CHECK OUT MATERIALS?

Please return items on time so that others may enjoy them too! However if you have items that are more than seven (7) days overdue or if you have accrued in excess of \$5.00 in fees, your borrowing privileges may be revoked.



LIBRARY CARD FACTS:

In FY 2016-17 the Library processed and completed **4,212** NEW Library Card registrations and had **16,000** total active card holders.

The following percentage of cards were blocked with \$5 or more in FINES, with no lost items:

Youth.....21%
Adults.....12%

FOR MORE INFORMATION ABOUT LIBRARY CARD POLICIES AND USE:

palmspringslibrary.org