

FINE FREE FAQ

Why is the Beverly Hills Public Library no longer collecting overdue fines for Youth?

- Our goal is to make sure our youth can enjoy all the books and services the library has to offer. Overdue fines prevent children from checking out books and other materials from the library. The library wants to unblock accounts, encourage youth to bring items back, 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 such as library cards, copying, printing, material replacement costs, etc.

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 \$3.00 to collect a \$0.15 fine, for example. The amount we receive in overdue fines continues to decrease every year. We want all our materials to be returned on time but understand that children are not able to come to the library without their caregivers. Our goal is provide equal access to the library's resources for all our patrons.

How does the new Fine-Free Policy work?

- Overdue fines will not be reflected on the patron's account for late items.
- We will send notices to patrons regarding overdue materials. After 30 days overdue, the item is considered lost and the patron will be billed the replacement cost and processing fee; if the item is returned undamaged, all related fees shall be removed from the account and borrowing privileges will be reinstated.

When does the new Fine-Free policy go into effect?

- As of **February 3, 2020** all current youth 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 or accounts in collection. This will be a soft opening. We will begin a promotional campaign with flyers and other promotional materials in a couple weeks when we have worked out any surprises. Policy statements and website information will be updated as we move forward.

How do outstanding balances on parent's linked accounts affect the usage of the child's account?

- A parent's outstanding fines (or blocked account) should not have an impact on a child using their card.

Important numbers to remember.

1-7-14-30-60

1 day after materials are due the items are considered overdue.

7 days overdue we will send an email or call alerting you your library materials are overdue.

14 days overdue we will email or call you with a second reminder to return or renew.

30 days overdue the library will consider the items lost and email or mail you an invoice for the cost of the overdue item, applicable fees, and your library card will be barred, preventing you from renewing or checking out materials.

60 days overdue if you have not returned the item or paid the invoice we will send your account to our collection agency.