

## Action Item 2: 'No Fines' Permission Group

### Proposed Change to Policy:

Proposed by: Stephen Houser, Twin Lakes Library System

See attached proposal.

### Survey Results:

The following summary is based on survey results from 43 PINES Subcommittee members and Directors representing 33 library systems. Two questions were asked:

1. **Should a new permission group with no overdue fines be created for use as a pilot with active military and veterans by Twin Lakes Library System?**

#### Responses by Circulation Subcommittee Members Only:

	Responses	Percentage
Yes	7	70%
No	2	20%
Not Sure	1	10%

#### Responses from Other Subcommittee Members and Directors:

	Responses	Percentage
Yes	20	61%
No	7	21%
Not Sure	4	12%

#### Summary of All Responses:

	Responses	Percentage
Yes	29	67%
No	9	21%
Not Sure	5	12%

**2. Should the proposed pilot be opened up to any other library systems or any other groups at the start of the pilot period?**

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	2	20%
No	6	60%
Not Sure	2	20%

**Responses from Other Subcommittee Members and Directors:**

	<b>Responses</b>	<b>Percentage</b>
Yes	8	24%
No	14	42%
Not Sure	11	33%

**Summary of All Responses:**

	<b>Responses</b>	<b>Percentage</b>
Yes	10	23%
No	20	47%
Not Sure	13	30%

## **Comments**

**Comments For:**

- I don't agree with pushing the due date to 30 days but no fines for military/vets is great.
- I don't believe Board members should be allowed checkout privileges that are unavailable to normal patrons. If this is goes forward, I am all for allowing active duty and veterans to join the program.
- I think it makes sense to extend this to active duty military, but I am concerned that extending it to veterans becomes a slippery-slope question of why we don't include law enforcement, teachers, doctors, etc etc.
- I'm not in favor of another patron subgroup, but if it gets us closer to everyone being exempt from overdue fines, then wonderful.
- Since this is specific to Twin Lakes I say allow it. I am all for trying new things. However, I am concerned that the loan period is 30 days with one renewal which would impact wait times on new materials if this were to go PINES wide. I am all for waiving fees for Veterans and possibly

other groups like senior citizens but I think the loan periods should remain the standard 2 week circulation with renewals if available.

- To get a better idea of how a no fines policy would work I think having this pilot period at more than one system would be better.
- There are a host of military communities throughout Georgia that would benefit from the same accommodation
- Houston County is home to Robins Air Force Base and we have a large number of patrons who would benefit from this.
- I'm all for no fines for everyone, so this is a welcome start.
- The background and description of the proposal, description of Twin Lakes processes, and use of PILOT program unnecessarily confuses this proposal - the proposal should be to create the NONFINES group or not. If passed systems can choose if, when, how, they want to apply it.
- By opening up the pilot to other library systems we will have the opportunity to see the impact on a larger scale more immediately possibly without the confusion previously experienced between similar piloted programs for various patron accounts. Typically piloted programs are seen as needed to be completed on small scale levels but think about the potential for a much larger pilot program across most if not all PINES library systems.  
I do believe the pilot should begin by focusing on only active military and veterans to better serve these populations first.
- There is no need to make this a pilot program - just implement for everyone.
- This should not be a Pilot program. It should be adopted PINES-wide as a support to our Military families statewide.

#### **Comments Against:**

- Create the user types but create a veteran/active duty military card
- I am all for going completely fines-free for all patrons. However, I am strongly opposed to anything that treats our patrons differently based on library-defined merit. If we were to do this, I think it sets a dangerous precedent - we would be making special accommodations not based on need, but based on perceived merit.
- I would love to honor our military in some way, but I do not believe this is the way to do so because it doesn't provide any physical evidence that they are special. If you just hand them a PINES card and say, ""Oh, by the way, since you are serving our country, we won't charge you any overdue fines, but you don't provide them with a special card, or stamp, or punch, then when they actually use their card, it's just a regular card.
- More importantly, with each and every special pilot program we start at individual PINES libraries, we are moving further and further away from the basic concept of PINES. One card, equal access to everything in PINES.
- We have concerns about the value judgement of what occupations/classes of people are worthy of extra perk benefits. We believe this will create more unintended negative consequences than potential goodwill. How will a veteran be defined - DD214? ID card? Dependents with ID card as well? The impact of fine free veterans will significantly impact some systems more than others. Systems within close proximity to a military installation would see a much greater impact than those in other parts of the state.
- I think this should be for anyone and there needs to be some other way to recognize veterans

**Other Comments:**

- Feelings among the management team were fairly split with 8 voting YES and 6 voting NO to the proposed new permission group.
- I'm not opposed to the project exactly, but having yet another patron profile does give me pause. The parameters mentioned are very similar to the OUTREACH profile. Is there a reason that profile cannot be used? I don't think a NOFINES-JUV is necessary at all since Evergreen uses the patron's birth date to determine if it's a juvenile account.
- While I'm okay with no fines, I'm reluctant for a 30 day checkout period.
- Why not open the permission to first emergency personnel, teachers, medical emergency room personnel, etc. Also, with the trend moving toward no fines, do we need more fine-free permissions?
- If any system wants to pilot, they should be allowed.