

FINES-FREE PILOT STATISTICS

October 2021 vs October 2022 Comparison

PATRON IMPACT



13.19%

Increase in
Active Patrons



30.26%

Increase in
New Patrons



14.44%

Increase in
Patron Visits

18 Days

Average
Wait 2021

14 Days

Average
Wait 2022



23.32%

Decrease in
Hold Wait Time



COLLECTION IMPACT



5.65%

Total Checkouts



Increase in Items Overdue
as a Percent of Checkouts

3.46%

0-44 Days
Overdue

2.33%

45-179 Days
Overdue

0.67%

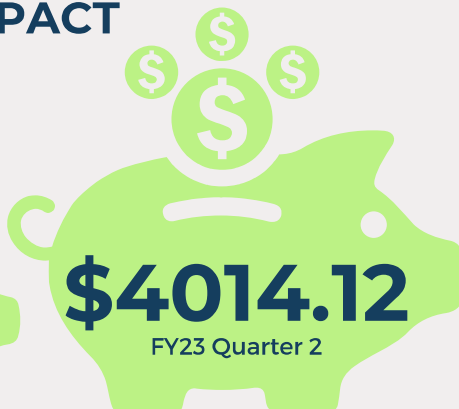
180 Days -1 Year
Overdue

FINANCIAL IMPACT



\$2008.33

FY22 Quarter 2



\$4014.12

FY23 Quarter 2



99.87%

increase in money collected
in library and online
October - December

FINES-FREE PILOT STATISTICS

OCTOBER 2021 VS. OCTOBER 2022 COMPARISON

PATRON IMPACT	October 2021	October 2022	Percent Change
Adult Active Patrons*	48,351	54,074	11.84%
Juvenile Active Patrons*	22,997	26,686	16.04%
Total Active Patrons*	71,348	80,760	13.19%
New Adult Patrons (Sept)**	246	298	21.14%
New Juvenile Patrons (Sept)**	177	253	42.94%
Total New Patrons**	423	551	30.26%
Patron Visits	22,963	26,279	14.44%
Number of Patrons with Overdue Items as a Percent of Active Patrons			
Up to 44 days overdue	1.02%	1.36%	0.34%
45 to 179 days	0.41%	0.72%	0.31%
180 days to 1 year	0.27%	0.36%	0.09%
Average Wait Time (Days)	17.88	13.71	-23.32%

COLLECTION IMPACT	2021	2022	
Total Checkouts***	40,760	43,064	5.65%
Items 45 Days Overdue as a Percent of Checkouts (From Weekly Reports)	1.18%	1.91%	0.73%
Items Overdue as a Percent of Checkouts (From PINES Report)			
Up to 44 days overdue	6.02%	9.48%	3.46%
45 to 179 days	1.94%	4.28%	2.33%
180 days to 1 year	1.12%	1.79%	0.67%

FINANCIAL IMPACT****	2021	2022	
Amount Collected in October	\$729.07	\$1,538.74	111.06%
Amount Collected in November	\$489.44	\$1,178.80	140.85%
Amount Collected in December	\$789.82	\$1,296.58	64.16%
Total Collected in the Library FY23 Q2	\$2,008.33	\$4,014.12	99.87%

*An active patron has had activity on his/her record in the past 3 years

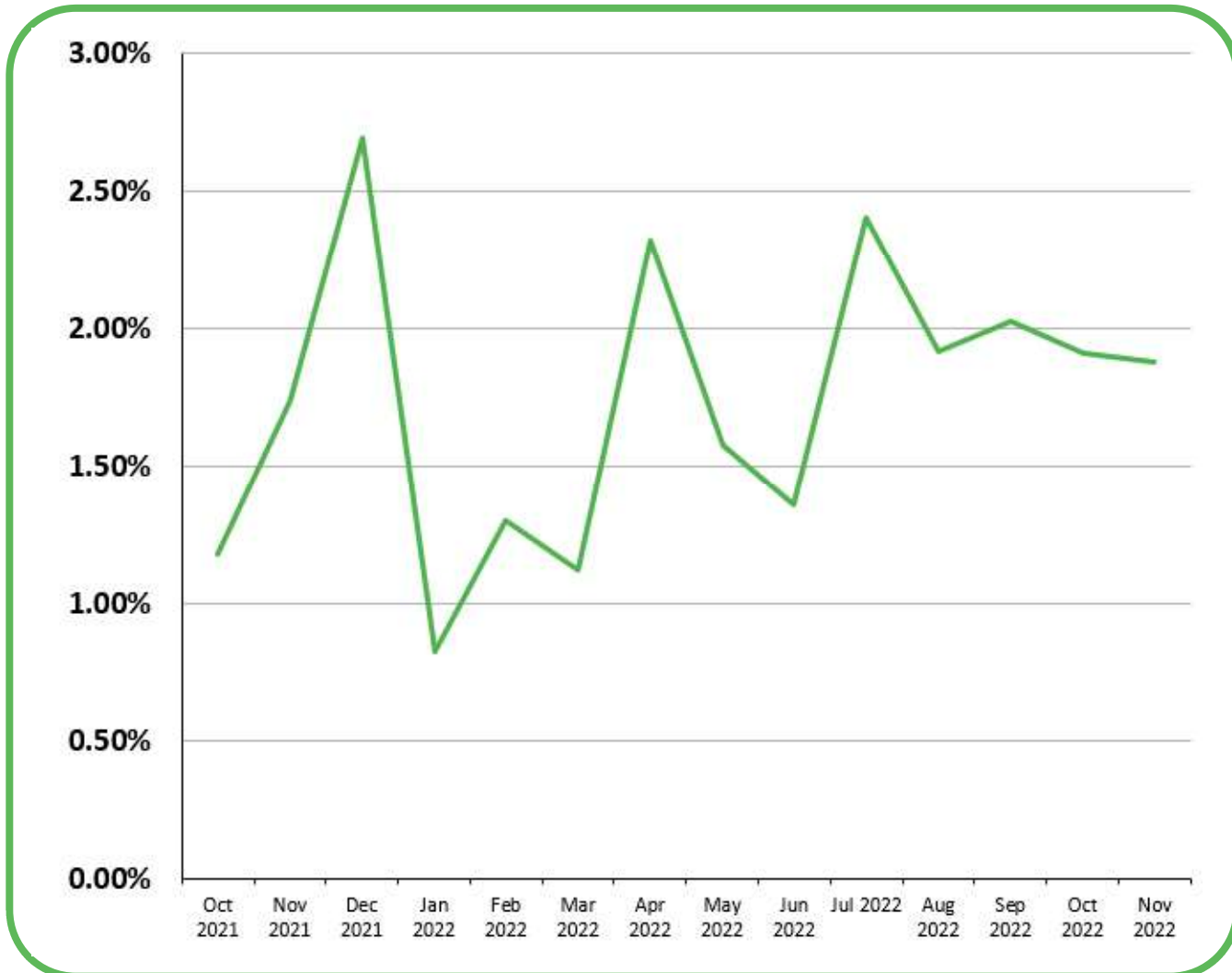
**Used September statistics instead of October due to PLAY cards issued October 2021

***In-house checkouts, not including electronic

****Includes in-library and online payments

FYI-Total Electronic Checkouts	5,910	7,796	31.91%
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Items 45 Days Overdue as a % of Checkouts



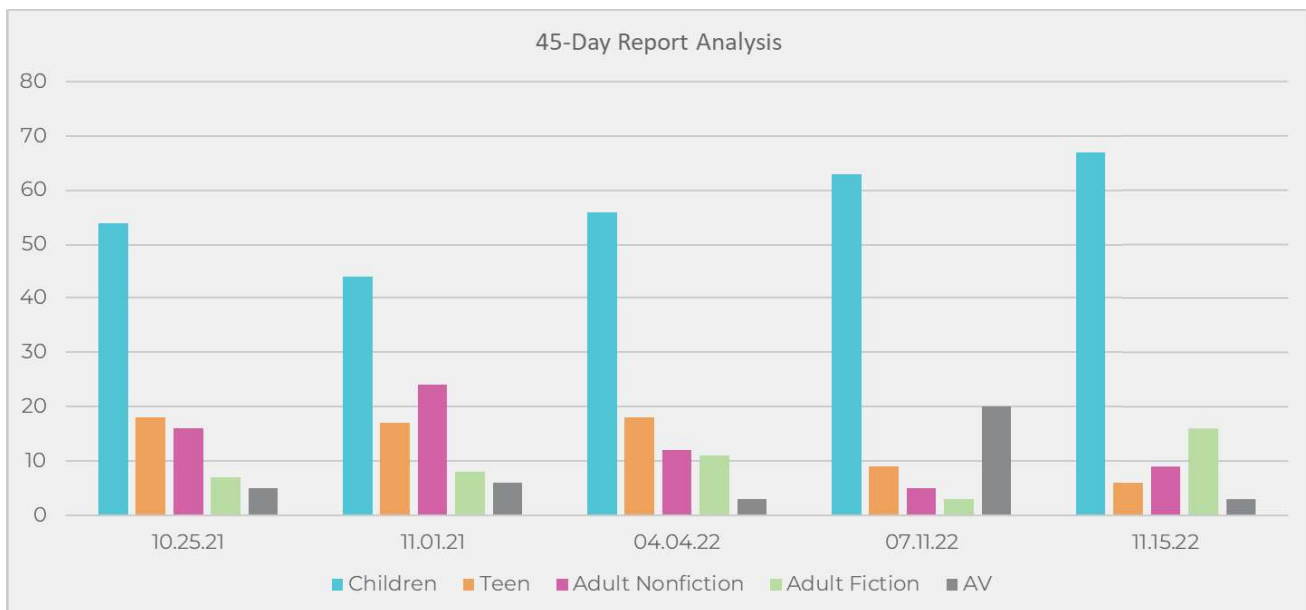
Checkouts		Following Month Reports - Number of 45-Days Overdue						% of Circulation
		Week 1	Week 2	Week 3	Week 4	Week 5	Month Total	
Oct 2021	40,760	63	93	110	112	103	481	1.18%
Nov 2021	36,932	157	164	116	204		641	1.74%
Dec 2021	31,518	229	158	236	107	117	847	2.69%
Jan 2022	37,955	92	55	144	21		312	0.82%
Feb 2022	38,606	79	143	124	155		501	1.30%
Mar 2022	43,043	94	158	117	112		481	1.12%
Apr 2022	40,685	204	188	195	213	142	942	2.32%
May 2022	40,298	162	145	151	176		634	1.57%
Jun 2022	59,371	171	229	154	253		807	1.36%
Jul 2022	50,207	200	376	185	247	197	1,205	2.40%
Aug 2022	48,653	176	257	293	204		930	1.91%
Sep 2022	44,985	165	188	227	156	173	909	2.02%
Oct 2022	43,064	205	172	155	289		821	1.91%
Nov 2022	39,964	150	234	155	211		750	1.88%
TOTAL	596,041	2,147	2,560	2,362	2,460	732	10,261	1.72%

45 Day Overdue Notice Sample Analysis

Background:

In October 2021, PRLS began sending a 45-day overdue notice in addition to the notices sent by PINES. These notices were sent once a week, and we receive a report of all the items that are overdue. We took a random sample of these reports over the last year and analyzed what percentage of the total each category constitutes.

Data:

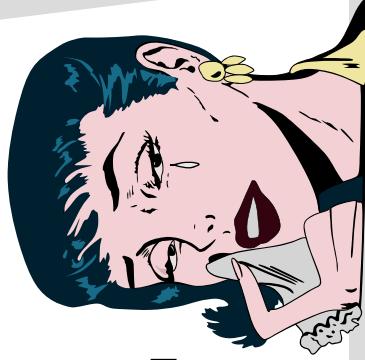


Some of the recognizable bestselling authors that appear on these lists include: Iris Johansen, Kate Quinn, Stephen King, Patricia Cornwell, Sarah J. Maas, James Patterson, Mary Kay Andrews, Karen Kingsbury, and Robyn Carr.

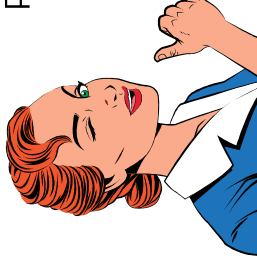
Analysis:

- The majority of books that are overdue are children's books, teen books, or adult nonfiction.
- In each report, only a handful of the adult fiction books that made it to this date were by recognizable bestselling authors, and most of those were titles from the author's back catalog.
- Even though the number of items that are reaching 45 days overdue has increased, we believe the reduced transit time and hold wait time more than makes up for it. We can get patrons the books they want with little wait.
- If wait times for bestsellers is a concern, the best solution is to purchase multiple copies of a single title to satisfy demand.

The first library in the Fines Free Pilot, Coastal Plain Regional Library System, gave all of their patrons a "clean slate." They removed all overdue fees from all of their patron accounts. This was a huge undertaking and they advised other libraries that were joining the pilot not to try it.

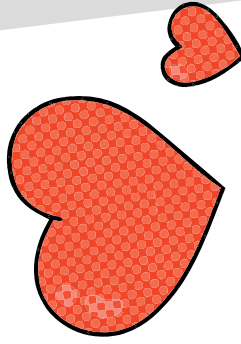


Instead, we implemented the "Welcome Back" program. Staff members forgave fees at every opportunity and told patrons about the Fines Free Pilot Project. Library staff noted their names and the words "Welcome Back" in PINES.

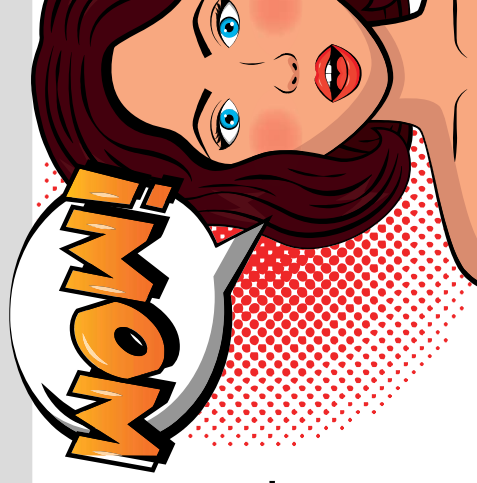


We ran a report in PINES to show the Welcome Back notes.

Some library staff were creative with their notes. One staff person noted "Welcome Home."



In the first year of the pilot, staff members welcomed back over 1,100 patrons.



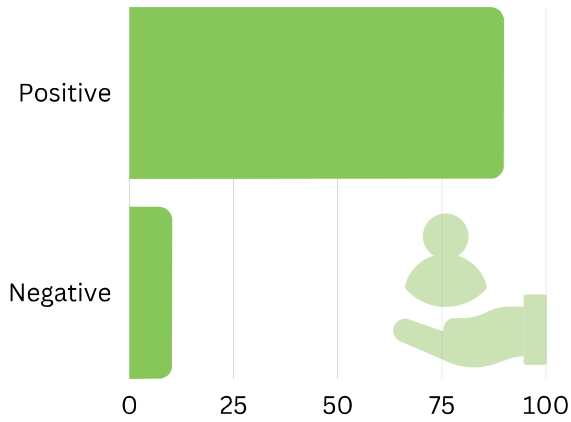
TOP STAFF

- Elizabeth Jones - 86 patrons
- Jacque Ayers - 76 patrons
- Cathleen Hill - 57 patrons
- Jill Barnes - 54 patrons
- Beth Ratliff - 40 patrons
- JD - 29 patrons
- Tami McClung - 28 patrons
- Suzy Dukes - 27 patrons



FINES-FREE STAFF SURVEY RESULTS

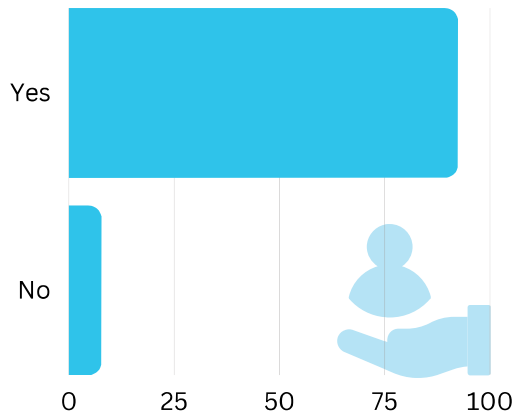
39 Staff Responses Received



As a staff member, how do you feel about our libraries being fines free?

89.8%

Positive



Do you feel like being fines free has had a positive affect on your interactions with patrons?

92.3%

Yes

STAFF FEEDBACK

"It makes life so much easier! I really enjoy being able to see the relief on people's faces when they are worried they owe lots of money and I can tell them they don't owe anything. Fewer people have been upset over having to pay for damaged books, too. It removes 97% of the negative interactions I used to have at work."

"Anything that breaks down barriers for patrons is good by me. I've seen more long overdue books come back in the past year than in the rest of my whole career."

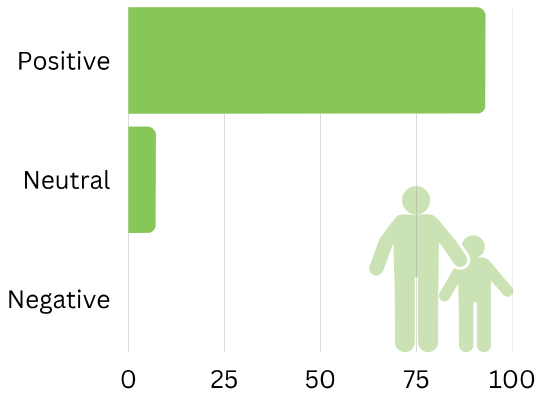
"Life is hectic, and forgetting due dates is human. It is nice to not be penalized for being human."

"Patrons only see fines free and keep the books way too long."

"I love being fines free. We pay taxes for shares resources. The library is one of those resources. Fining the public for returning items a little late, when the money is not really needed for our operating costs but can feel shameful or stressful for patrons seems wrong."

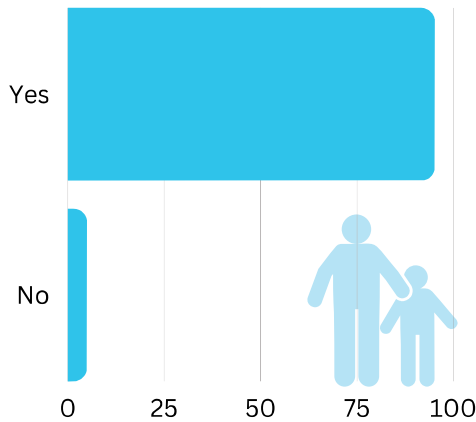
FINES-FREE PATRON SURVEY RESULTS

42 Patron Responses Received



We no longer charge late fees on the books, audio, and DVDs owned by our 10 libraries.
How do you feel about this change?

92.9%
Positive



Are you more likely to recommend the public library to a friend or family member because of this change?

95.1%
Yes

PATRON FEEDBACK

"When I can't find books that my children have misplaced I don't have to worry about whether we can check books out or not. There used to be times we couldn't afford to pay them and I had to tell them we couldn't check any out today. The missing books usually turn up just a few days after the due date."

"Yes, I try to get books back on time, but sometimes life happens and we're late. Not having to worry about late fees has been a blessing. This has been a great change for our family."

"I'm on a fixed income with limited mobility, so my local library being fine-free has been a great help."

"I think instead of doing no fines it would be better to extend the borrow time to 30 days on most books. Taking away fines takes away accountability."

"There have been many times before the fines were removed that my kids would just give up reading a book because they couldn't finish it before the due date. Since the fines free program they have stuck with more books because they knew they had a couple extra days."