

**Impact of Going Fine-Free on Checkouts, Number of Borrowers, and New Card Registrations.** We have significant seen increases in all areas. We have reversed the downward trend in checkouts and number of unique borrowers.

CHECKOUTS	FY16	FY17	FY 16/17 Avg	FY18	Change FY 18 v. 16/17
July	288,375	269,794	279084.5	318,787	14.2%
August	285490	275552	280521	306768	9.4%
September	249,538	240,717	245127.5	269,248	9.8%
October	272915	261974	267444.5	298883	11.8%
November	249605	246206	247905.5	281619	13.6%
December	291576	245385	268480.5	252894	-5.8%
January	260897	243338	252117.5	297460	18.0%
February	259731	221519	240625	266403	10.7%
March	269254	250751	260002.5	302118	16.2%
					<b>10.9% increase</b>
BORROWERS	FY16	FY17	FY 16/17 Avg	FY18	Change FY 18 v. 16/17
July	22,332	22,217	22274.5	23,754	6.6%
August	25959	26791	26375	28561	8.3%
September	24,969	25,307	25138	27,436	9.1%
October	21184	21667	21425.5	26273	22.6%
November	23888	24307	24097.5	26941	11.8%
December	22344	23389	22866.5	25659	12.2%
January	24223	23896	24059.5	26848	11.6%
February	25107	24065	24586	26045	5.9%
March	26597	24344	25470.5	27857	9.4%
					<b>10.8% increase</b>
NEW CARDS	FY16	FY17	FY 16/17 Avg	FY18	Change FY 18 v. 16/17
July	2,064	1,931	1997.5	2,172	8.7%
August	2164	2256	2210	2262	2.4%
September	1,830	2,371	2100.5	2,141	1.9%
October	1852	2334	2093	2121	1.3%
November	1510	1908	1709	1851	8.3%
December	1343	1660	1501.5	1642	9.4%
January	1849	2044	1946.5	2187	12.4%
February	1595	2189	1892	1761	-6.9%
March	1941	2148	2044.5	1940	-5.1%
					<b>3.6% increase</b>

## Comparison of dollars collected for lost materials Q1-Q3 FY17 compared to Q1-Q3 FY18

- FY17: July 1, 2016 - March 31, 2017: **\$36,360** (with late fines)
- FY18: July 1, 2017 - March 31, 2018: **\$35,943** (fine free)

## Impact of Going Fine-Free on Hold Wait Times

We went Fine Free on July 1<sup>st</sup> 2017. The following is a comparison of hold wait times for Q1-Q3, FY18 (beginning July 1, 2017), compared to Q1-Q3, FY17.

### Key Findings

- Since going fine free, hold times have remained virtually unchanged.
- Three out of 9 months, hold times were down as compared to same period last FY

<u>Q 1-3 FY18</u>			<u>Q 1-3 FY17</u>		
Month/ Year	Avg. Days To Fill Hold	Total Holds	Month/ Year	Avg. Days To Fill Hold	Total Holds
Jul-17	9.41	42424	Jul-16	8.8	42791
Aug-17	8.62	40363	Aug-16	9.37	49209
Sep-17	10.03	41110	Sep-16	9.2	45458
Oct-17	9.95	42464	Oct-16	10.01	45710
Nov-17	10.49	37898	Nov-16	9.31	43170
Dec-17	10.27	35001	Dec-16	10.03	43877
Jan-18	9.31	40399	Jan-17	9.92	46882
Feb-18	9.73	35001	Feb-17	9.02	42481
Mar-18	10.55	39095	Mar-17	10.39	47991
<b>AVG</b>	<b>9.8</b>	<b>39306</b>	<b>AVG</b>	<b>9.6</b>	<b>45285</b>

Note: Due to the flooding of the Sprague branch in late July, 2017, hold times for Sprague have not been included in this analysis.