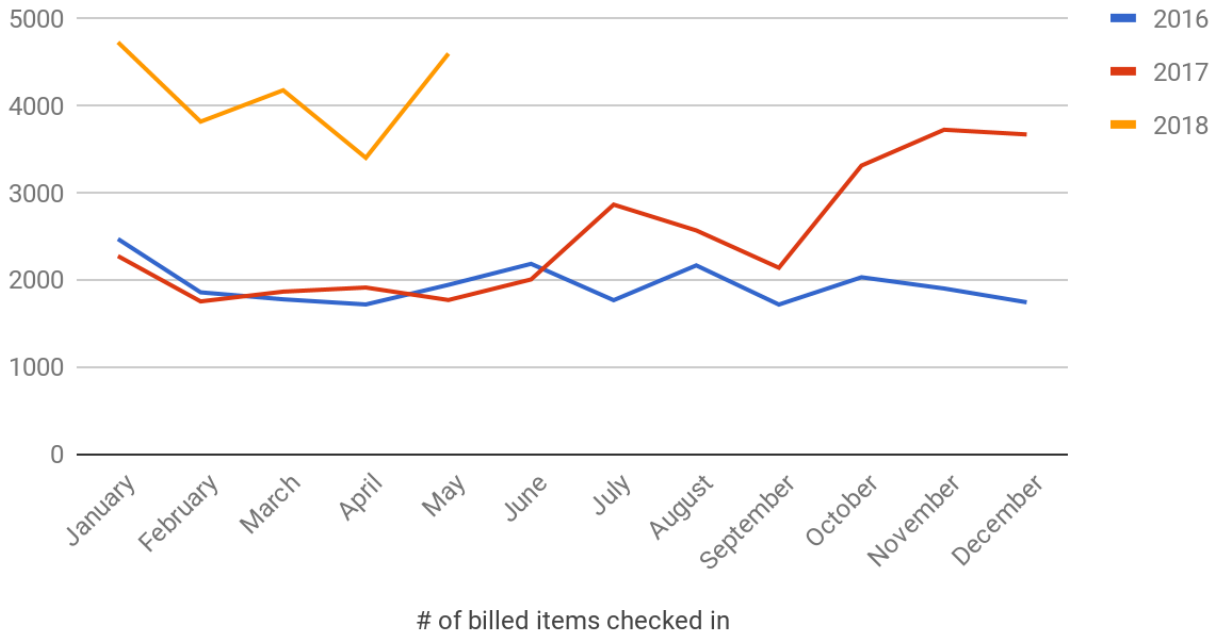


**Impact of Going Fine Free and Auto-renewal:
Billed and Overdue Items Report, June 2018**

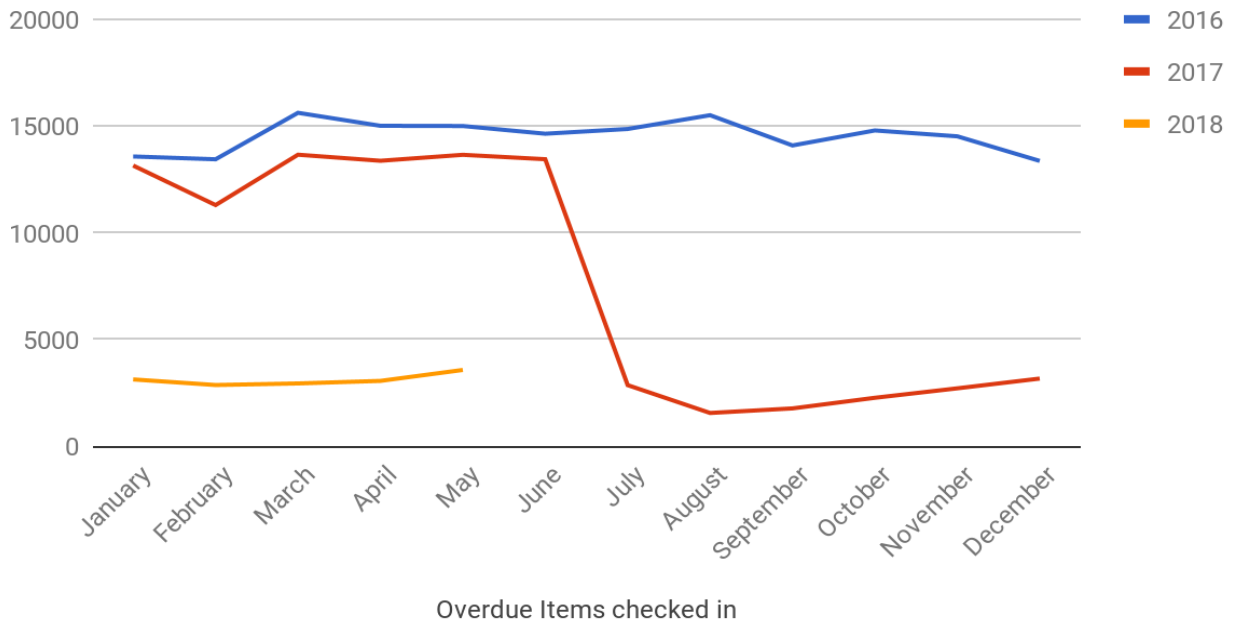
Since going fine free (and adding automatic renewals) the number of billed items has almost doubled.

2016, 2017 and 2018



However, the number of items that are overdue at check-in has dropped by about two-thirds.

2016, 2017 and 2018



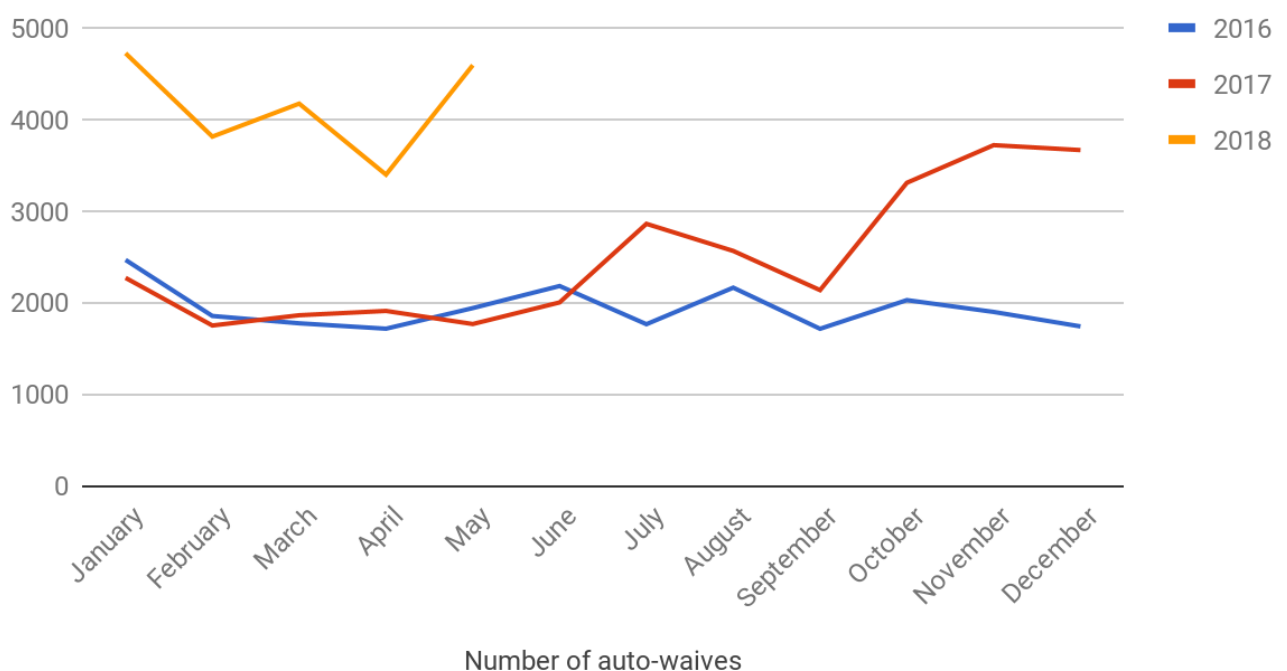
Impact of Going Fine Free and Auto-renewal: Billed and Overdue Items Report, June 2018

What is happening that might account for these seemingly contradictory numbers?

Most patrons check items out intending to bring them back on time. Extra renewals allow patrons to return items on time by giving them more time to actually read, or watch, listen to, or otherwise use the item. This is one reason the number of overdue items is way down.

The number of billed items went up at about the same time that we began billing sooner (at 4 weeks overdue instead of five weeks.) Since July 2017, a billing notice (i.e. notice of intent to bill) is sent at two weeks overdue. Overdue items are considered lost at four weeks and a bill is mailed to the patron.

2016, 2017 and 2018



An “auto-waive” refers to a billed item that is checked in. Auto-waives and bills have shown about the *same amount of increase* — they have roughly doubled.

More items are being kept long enough to go to billing (with the bill now going out sooner). Once the bill is received, about the same percentage of items are being returned as before.

My conclusion is that auto-renewals and removing fines have decreased the number of overdue items returned and increased the number of items going to billing but the percentage of items that remain billed and are truly lost is unchanged.

- Frances Brummett, Circulation Manager

**Impact of Going Fine Free and Auto-renewal:
Billed and Overdue Items Report, June 2018**

Comparison of Overdue and Autoawaives at check in: Pre and Post Fine Free

Pre-Fine Free		2016-2017	2016-2017	2016-2017	Pre Fine-Free	Fine Free	2018-2017	2018-2017	2018-2017	Fine Free
Month	Year	Autowaives	Overdue	Combined	Total checkins	Year	Autowaives	Overdue	Combined	Total checkins
January	2016	2465	13575	16040	180248	2018	4721	3135	7856	171767
February	2016	1853	13444	15297	185563	2018	3811	2873	6684	153954
March	2016	1773	15620	17393	203648	2018	4171	2947	7118	174889
April	2016	1714	15012	16726	190901	2018	3396	3066	6462	159115
May	2016	1939	15002	16941	193441	2018	4591	3579	8170	163412
June	2016	2180	14641	16821	195882					
July	2016	1763	14863	16626	192633	2017	2859	2868	5727	179640
August	2016	2162	15508	17670	197662	2017	2563	1564	4127	178670
September	2016	1713	14092	15805	178227	2017	2135	1778	3913	163151
October	2016	2026	14794	16820	184731	2017	3307	2275	5582	169722
November	2016	1897	14519	16416	174080	2017	3718	2718	6436	162743
December	2016	1739	13367	15106	170778	2017	3664	3175	6839	160355
January	2017	2269	13150	15419	168475	Avg # late returns w/o fines			6265	167038
February	2017	1749	11300	13049	160803	As % of all checkins			3.75%	
March	2017	1861	13658	15519	176181					
April	2017	1908	13374	15282	164644					
May	2017	1765	13653	15418	168134					
June	2017	2001	13447	15448	169295					
		Avg # late returns w/fines		15989	180851					
		As % of all checkins		8.84%						

- Pre July 2017, 9% of all returned items were late -- and had fines assessed
- Each one of those items represented a potentially negative experience for our customers
- Many of those items did not need to be on the shelf (i.e. there were no holds on them) - but fines were still being assessed
- Each overdue item represented a potential mediated transaction with staff. Staff time has been freed from these transactions