



Library Overdue Fines & Room Rental Fees

City Council Workshop, February 13, 2024





Presentation Overview

- Library Fines for Overdue Items
- Library Room Rental Challenges
- Staff Conclusions & Recommendations
- Consensus Direction to Amend City Code



Fines & Fees Overview

- Authorized by Ordinance (1999)
- Amounts adopted by Resolution (2012)
- Fines:
 - Daily assessment for failing to return items by due date
 - Prohibits patrons from accessing computers, electronic resources, and physical materials
- Fees include:
 - Replacement cost for failure to return entirely
 - Damaged items
 - Meeting Room rentals
 - Cost of consumable items (printing, 3D printer supplies, etc.)



Fines & Fees Initiatives

- National League of Cities Program ¹
 - CAFFE (Cities Addressing Fines and Fees Equitably)
 - Disproportionate impacts based on socioeconomic status
- American Library Association ²
 - Resolution on social inequity of overdue fines
 - Urges systems to assess economic barriers
- Fines Free Local Systems
 - Maricopa County
 - Phoenix
 - Mesa
 - Scottsdale
 - Tempe
 - Chandler
 - Buckeye

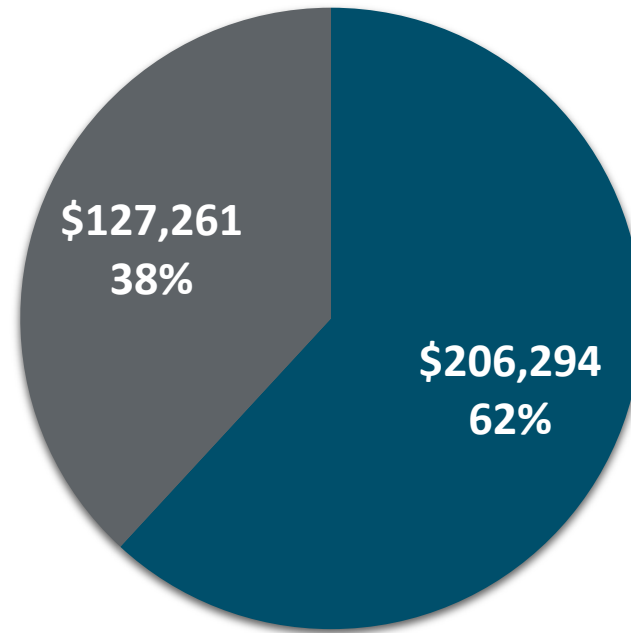
¹ Source: <https://www.nlc.org/initiative/cities-addressing-fines-and-fees-equitably-caffe/>

² Source: [American Library Association](#)



Outstanding Overdue Fines

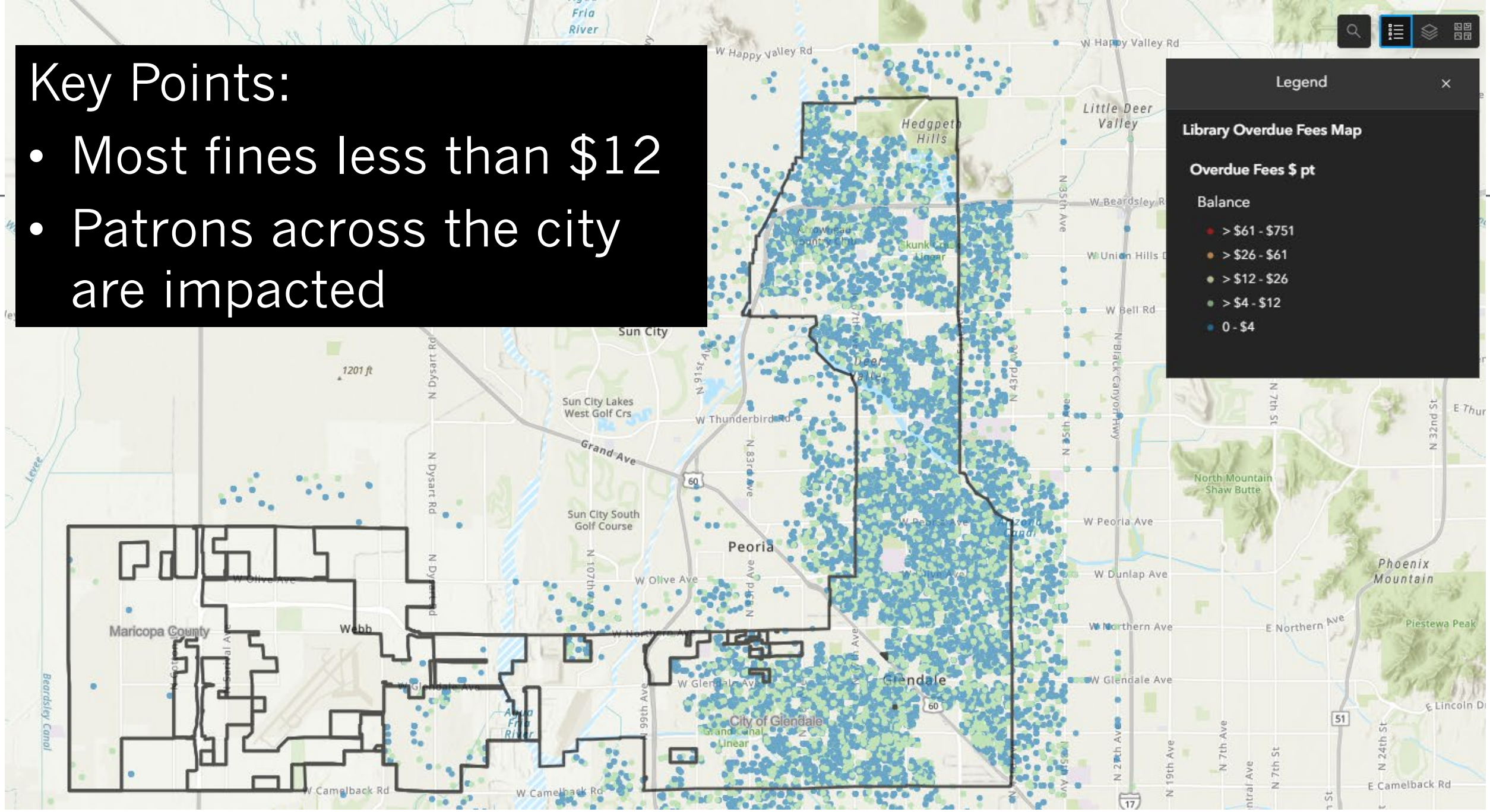
2010-2024
(\$333,555)



■ Glendale Zip Codes ■ All Other Areas

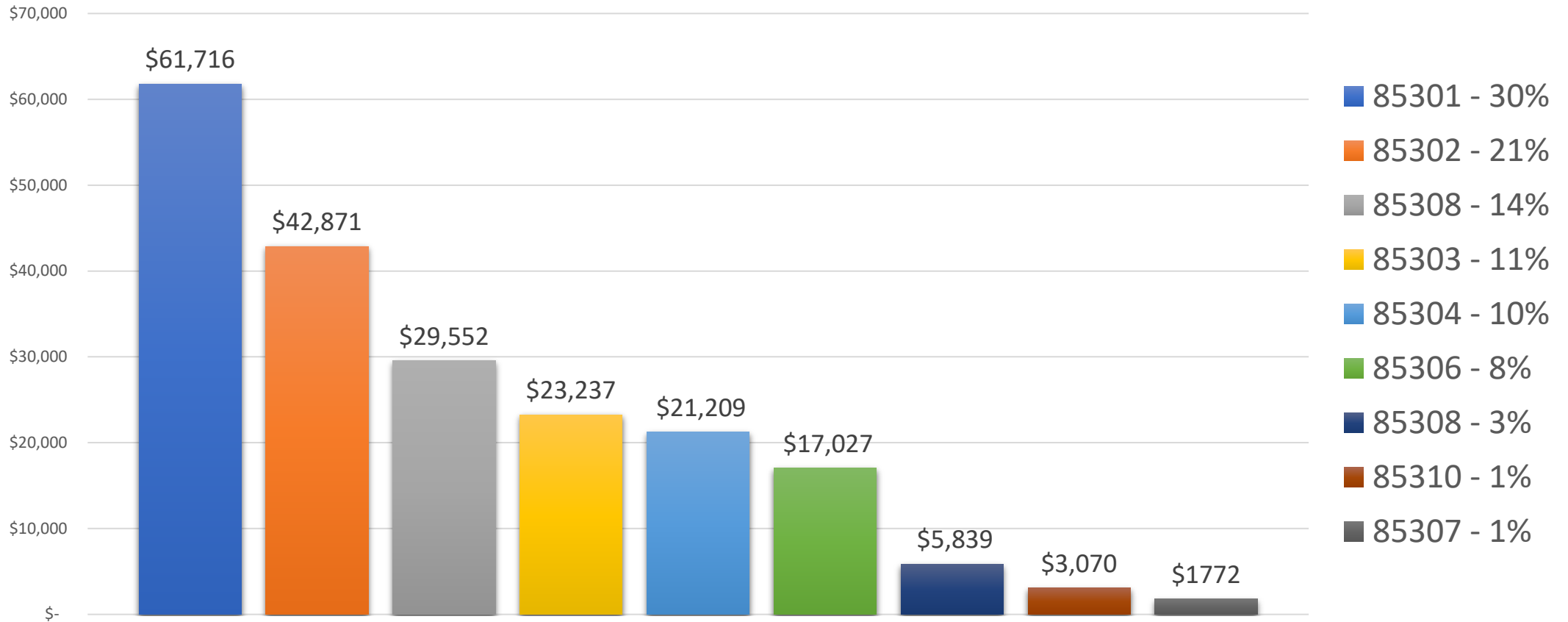
Key Points:

- Most fines less than \$12
- Patrons across the city are impacted





Fines by Glendale Zip Code





Data Normalized by Population

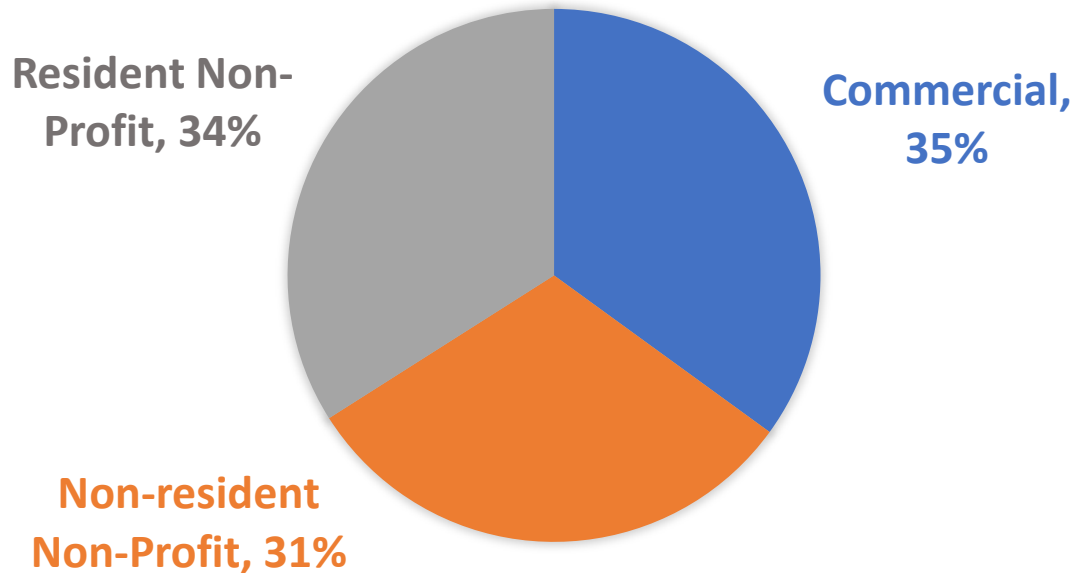
Zip Code	Overdue Fines	% of Population that are Patrons	Poverty Rate	% of Total Fines	Overdue Fines Per 1,000 population
85302	\$ 42,871	35%	19.2%	21%	\$ 1,036
85304	\$ 21,209	30%	8.2%	10%	\$ 754
85308	\$ 29,552	29%	9.5%	14%	\$ 444
85303	\$ 23,237	26%	14.8%	11%	\$ 678
85306	\$ 17,029	26%	11.3%	8%	\$ 664
85301	\$ 61,716	24%	30.4%	30%	\$ 916
85305	\$ 5,839	22%	7.5%	3%	\$ 415
85307	\$ 1,772	8%	10.7%	1%	\$ 165
85310	\$ 3,070	1%	3.6%	1%	\$ 159



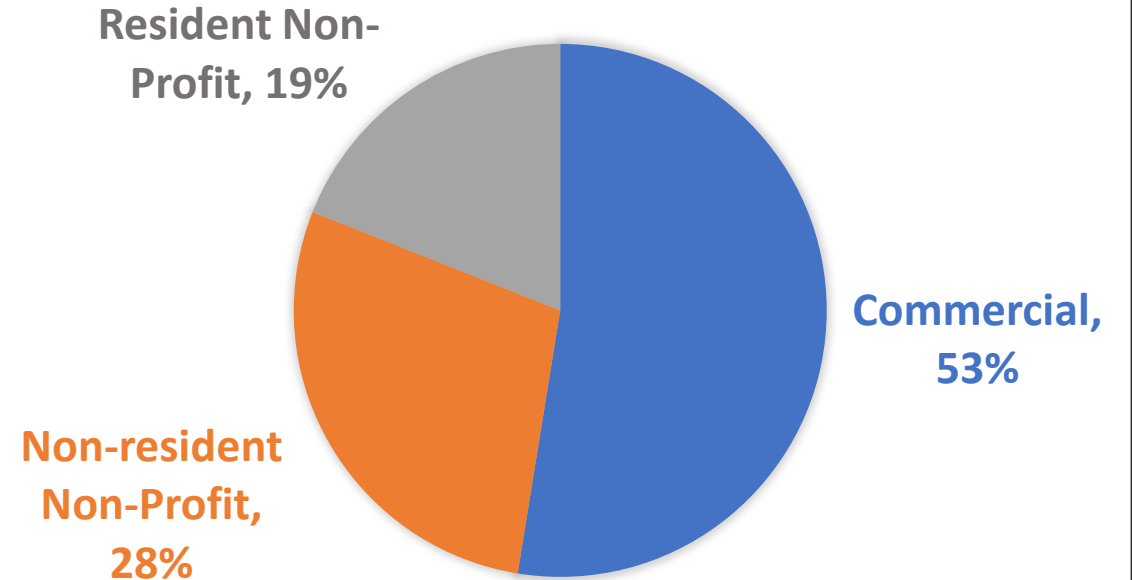
Annual Room Rental Data

208 Rentals, \$26,407 Rental Revenue
(based on 31-month average)

ALL RENTALS BY CATEGORY



AFTER HOURS RENTALS BY CATEGORY





Room Rental Challenges

- No automation of fee collection
- Reservation software is limited
- Less than ideal customer experience
- Labor intensive process for staff
- Scheduling challenges for after-hours rentals



Fiscal Impact Analysis

- Less than 1% of total License & Fee Revenues ¹
 - \$17,040 FY2022-23 collections (actual) ²
 - \$27,434 FY2023-24 collections (estimated) ²
- \$333,562 total outstanding overdue fines ³
 - 62% attributed to Glendale zip codes
 - 21% attributed to account holders under 18

¹ [Source: FY2023-2024 Annual Budget, page 80](#), city collections are approximately \$4.8 million annually

² [Source: FY2023-24 Annual Budget, page 713](#)

³ As of January 2024



Staff Time Analysis

- Fines:
 - 3-5 patron complaints per day, per branch (5 min)
 - 1 per week, per branch requires supervisor (20 min)
- Room Rental Fee Collection:
 - Staff time for fee collection 60 minutes per rental
 - 208 rentals per year

757 hours or 19 weeks



Staff Conclusions & Recommendations

Conclusions:

- Overdue fines create unintentional impact on lower income areas
- Room rental fee collection and after-hours rentals impacting operations
- Eliminating overdue fines and room rental fees would have a negligible financial impact but a significant positive impact for patrons and customer service

Staff Recommendations:

- Continue to assess fees for items damaged or not returned
- Discontinue charging overdue fines (late fees)
- Remove outstanding fines from patron accounts
- Assess all other outstanding payables and establish debt write-off policy
- Discontinue fees for room rentals
- Discontinue after-hours room rentals (except for city events)
- Require Glendale Library card for room reservations (except for city events)



Consensus Direction Requested

Amend City Code Section 20:

- Remove language regarding fines and meeting room rentals
- Clean-up obsolete language
- Refresh Library Advisory Board Powers & Duties to reflect contemporary operations