

**BELLINGHAM PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES**

**NOTICE OF MEETING
REGULAR MEETING
of TUESDAY, MAY 15, 2018**

Publication of the agenda and the approximate times are a guide to, and not a limitation on, the activities of Trustees.

**Central Library, 210 Central Avenue, Bellingham, Washington
Lecture Room – 3:30 p.m.**

<u>AGENDA</u>	<u>TIME (approx.)</u>
1. Call to order and introductions	2 min
2. Approve/modify agenda	1 min
3. Consent agenda All matters listed on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately. • Communications and FYI • Minutes April 17, 2018: Regular board meeting • Library performance & activity measures April 2018 • Financial reports Claims: April 2018 YTD report: April 2018	2 min
4. 2019-2020 Budget planning • City of Bellingham budget overview – Brian Henshaw, Finance Director • 2019-2020 budget request process – Brian Heinrich, Deputy Administrator • Library budget detail – Nancy Kerr & Wendy Jenkins Time check: 4:35	60 min
5. Waivers of outstanding Hold Expired fines and J materials fines w/WCLS • Jon McConnel & Jennifer Vander Ploeg – action requested	10 min
6. Acting Library Director appointment	10 min
7. Action items for next meeting • Adopting the LOS standards draft • Code of Conduct revision update Time check: 4:57	2 min
8. Executive Session • Director search discussion	
9. Adjourn	

Next Regular Library Board Meeting: Tuesday, June 19, 2018 – 3:30 p.m.

**Location: Lecture Room, Central Library, 210 Central Avenue
Bellingham, Washington**

The library meeting rooms are ADA accessible; however, if you require a sign interpreter or other hearing accommodation, please allow the library 48 hours notice. Order of agenda items may be adjusted.

BellinghamPublicLibrary



Regular Meeting of the Library Board of Trustees Tuesday, April 17, 2018 – Central Library 3:30 p.m.

Minutes of Actions and Decisions of the Library Board of Trustees of the Bellingham Public Library as authorized by RCW 27.12.210 and SEC. 7.02 Charter of the City of Bellingham.

Board Members Present:	Rick Osen, Rachel Myers, Rebecca Craven, Jim McCabe and Vernon Johnson
Library Staff:	Nancy Kerr, Beth Farley, Janice Keller, Jon McConnel, Jennifer Vander Ploeg and Wendy Jenkins
Others Present:	April Barker, City Council Liaison; Gloria Rhoades, community member

Call to order and introductions: Regular session was called to order at 3:31 p.m. by Chair, Rick Osen.

Approve/modify agenda: Rachel Myers moved to approve the agenda. Jim McCabe seconded. Motion carried.

Public comment: Gloria Rhoades read from a letter that is addressed to City Council members as well as copied to Mayor Linville, the Library Board of Trustees and the Library Director. The letter proposes that the city construct a new downtown library facility in the waterfront development (attached following minutes).

Consent agenda: Rebecca Craven moved to approve the March 13, 2018 Regular meeting minutes and the March 2018 performance and activity measures and financial reports. Rachel Myers seconded. Motion carried.

Board Chair report: Rick and Rachel attended a 4-hour workshop on *Re-envisioning your Library through Community Engagement*, facilitated by Susan Hildreth, Professor of Practice at the University of Washington iSchool. They both found the workshop, which was hosted by WCLS, thought-provoking and useful. There is a wealth of free materials about the topic at libraryvision.org which could be helpful as we begin the strategic planning process. Rachel shared two items from the website she found especially helpful: worksheets about engaging community leaders in forming a steering committee; and 4 strategies for success:

- 1) Aligning with community goals
- 2) Providing access to content in all formats
- 3) Ensuring long-term sustainability and helping the public to understand how we are funded

- 4) Cultivating leadership within the organization and also champions within the community

Board member reports: Jim reported that last month Julie Guy, a major organizer for the Cordata neighborhood, gave a presentation on *A Beacon of Community Development*, by Ralph Myers – a book about the formation and development of the Cordata Neighborhood Association. Julie made a few pointed comments about the lack of a library in Cordata. Jim added that at a previous Neighborhood Association meeting, someone from Whatcom Community College gave an update on the WCC addition, mentioning that there is 500 square feet set aside for a BPL presence. This is different information from what has been provided to BPL from WCC – Nancy was told there was space for a very small presence, but it is on the first floor rather than the 3rd floor with the WCC library. Nancy was also told that there would be no staff near the BPL spot, making it difficult to even have a cart of holds for patrons there. Jim requested background information on a north-side library presence so that he is better equipped to answer questions. Rick added that at his and Nancy's recent meeting with the Mayor, this subject came up.

City Council liaison report: April reported Council is working on Accessory Dwelling Unit (ADU) regulations with Short-term Rentals regulations to follow. Other areas of work are annexation and updating the Consolidated Plan.

April attended last month's Equity Summit 2018, calling it spectacular. These are challenging times across the nation and the summit stressed approaching the issues with love and abundance – realizing we truly are an abundant nation and figuring out how we can share it appropriately.

Jim asked April if Council still relies on the Legacies and Strategic Commitments. April responded that the Legacies are really dynamic, that there are 3 that she primarily focuses on (Healthy Environment, Vibrant Sustainable Economy, and Equity & Social Justice) and that Council does refer to them.

Friends of BPL report: In Faye's absence, Rick noted that there is a book sale coming up May 23-26.

Library Director's report: The public elevator repair is scheduled for May 14-16 – this will have been over 4 months without a working elevator. This has been tough on patrons. An underlying concern is that this will fix the hydraulics, but it is not a complete fix. Parts for this elevator are no longer manufactured, so replacement parts have to be located when something breaks. Nancy talked with the Mayor about an ADA audit of the building to address compliance issues. Now is a good time for this in conjunction with space-planning. Rick suggested that a letter from the Board to Public Works might be helpful.

As Rick mentioned, he and Nancy talked with the Mayor about a north-side branch. The Board is open to ideas – we want to see what the community wants and needs.

Circulation is up again, especially at Barkley. With so much business at the branches, Jen Vander Ploeg is evaluating how to adequately staff them. Rachel noted that the new

building next to Fairhaven has made the branch more visible, noting that half of marketing is letting people know the branch is there.

We interviewed 9 candidates for the Interlibrary Loan Specialist position – 5 in-house candidates, plus others with good experience. Amy Lathrop, one of our Clerk/Drivers, was selected and will start the new position on May 1. HR has fast-tracked the internal posting for Amy's vacant position. We anticipate a need for a Page recruitment soon as well.

The Meeting Room Policy change implementation has been slightly delayed because of limited staff resources.

Staff are busily compiling statistics for the 2017 Washington State Library Report and Public Library Data Service (PLDS) Report. These stats are important to us in terms of looking at performance and priorities, and offer us the ability to compare ourselves and our level of service to peer libraries.

Nancy pointed out the Dayton Public Library article in the packet, mentioning that Ohio has good library funding.

National Libraries Week – "Libraries Lead": April 8-14, 2018 – the Friends provided a wonderful lunch for staff on Wednesday, April 11, as well as creatively hand-painted rocks, "Libraries Rock."

2019-2020 Budget planning: After the last board meeting, Rick talked with Rebecca, who suggested it would be useful to get an in-depth view of the library budget, perhaps at a Special Meeting. Brian Henshaw and Brian Heinrich could be invited to help out with the topic. At past meetings, Henshaw has provided a high view of the City's finances, we would need a closer view. Rick invited trustees to email him with ideas about what they would like to know about the budget so that a meeting can be arranged before the next Regular board meeting.

Whatcom Community Foundation distribution: A decision about how to utilize the distribution has been tabled until budget priorities can be determined, but we do need to process the check we have received. Jim made a motion that we deposit the check into the Library Gift Fund as unrestricted, and allocate the funds once budget priorities are established. Rebecca Craven seconded. Motion carried.

Library space planning: Rick met with Connie Allen, Purchasing Manager, about hiring a consultant to help with space planning. It is a relatively easy process as long as it is under \$50,000. There is a list of consultants with specific skills – we need to look at the qualifications from 3 firms. Jim and Rick will be meeting soon to do that.

Rick met with the Management Team to identify projects, stipulating that they can't all be done simultaneously because of cost and disruption. An architect can help us determine what is feasible as well as level of cost for projects. This can help us prioritize and determine staged budget requests. Nancy added that the Mayor would like to see the big picture along with what small steps to take in that direction.

LOS document draft: Rick passed out the draft he put together, "Level of Service Standards – Bellingham Public Library." His intention is to draw together the four adopted LOS standards to make it clear we can't reach a higher level for one standard with the others. Rick included a brief narrative. This document would be referred to and attached to all budget requests. Rebecca suggested moving the last paragraph so that it is placed right before the chart that lists each LOS with their dates of adoption and low/medium/high standards. She also suggested that wording in the 2nd bullet on the 2nd page be changed from "increase from the low/minimum level to the medium/operational level" to "increase from the low/minimum level to a higher level."

Nancy suggested, at the budget information meeting, that we discuss how to talk about priorities that are not our responsibility, such as ADA compatibility and IT needs – how to communicate them at budget time even though they are not part of our request.

Rick will up bring an updated version to the next meeting. He added that he thinks the Board should be charged with reviewing this document every 2 or 3 years.

Trustee email update: The trustee email accounts are ready to be set up. Doug Dickinson, IT Applications Specialist, has requested trustees make an appointment with him to set up the Multifactor Authentication element of their accounts.

New business:

- Rick and Nancy are meeting with Leslie Bryson, Parks & Recreation Director, about a sidewalk to the back entrance.
- The installation ceremony for the Arch of Healing and Reconciliation is on Saturday, April 21.
- Email ideas for the budget Special Meeting to Rick.

Old business:

- Janice reminded trustees to sign up for *Darkness to Light* training.
- April requested an update on the Meeting Room Policy changes public feedback, which Nancy and Janice provided.

Action items for next meeting:

- Adopting the LOS standards draft
- Code of Conduct revision update

Executive Session: The Board met in Executive Session to discuss the Director search. No action was taken.

Meeting adjourned at 5:15 p.m.

Next Regular Library Board Meeting – May 15, 2018 at the Central Library, 210 Central Avenue, Library Lecture Room – at 3:30 p.m.

Chair, Library Board of Trustees

ATTEST

Secretary, Library Board of Trustees

March 30, 2018

Dear Bellingham City Council Members: April Barker, Daniel Hammill, Terry Bornemann, Roxanne Murphy, Gene Knutson, Pinky Vargas and Michael Lilliquist

I am writing to propose that our city construct a new downtown library facility in the new waterfront development.

As a resident of Bellingham for over forty years, I am a longtime regular library user. The collection has much to offer varied interests: literature, current fiction, gardening, local history and a multitude of other nonfiction information. The staff is very helpful and capable of handling any research request.

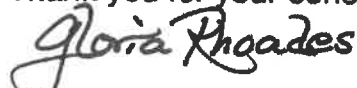
Our citizens use our library. According to the *2016 Washington State Library Statistical Report*, Bellingham Public Library topped the circulation statistics for libraries in its population range with 1,314,587 physical circulations and a total of 1,515,603 circulations that include electronic and information retrievals. As per the February 20, 2018 Library Board of Trustees' minutes, for every full time employee, there are 17,057 visits and 31,961 items circulated. This staff ratio is right at or near the top for a library serving a city with our population.

However, the facility is outdated, uncomfortable and lacks a layout that is suitable for families. The present parking situation is inconvenient for patrons who lose track of time and receive a parking ticket for their reading and research efforts. Parking should be free. If it was a historic structure such as a Carnegie library, one might suggest a remodel. Without redeeming features, this aging structure would be very expensive to remodel.

Development of our waterfront is underway. Libraries are one of the great equalizers in our democracy. Shouldn't the citizens of Bellingham enjoy the new waterfront every time they visit the library? Parking issues could also be addressed there.

With a new library facility in the waterfront development, our present Library could move into the twenty-first century and attract even more use. One would then only wish the staff and collection was more regularly available to the public in the evening hours. This change would especially be welcome to working families with children.

Thank you for your consideration,



Gloria Rhoades
602 Briar Road
Bellingham, WA 98225
gloriamr@comcast.net
360 733-9149

Cc: Mayor Kelli Linville, Bellingham Public Library Board of Trustees & Library Director

**Bellingham Public Library
Performance & Activity Measures, 2018**

	April-18	April-17	Year to Date		% of change
			2018	2017	YTD
Holdings - Number of materials in the library's collection					
Physical copies added to the collection	1,842	1,516	8,932	7,189	24.25%
Electronic copies added to the collection	974	1,093	4,172	3,523	18.42%
Physical copies withdrawn from collection	(177)	(271)	(12,884)	(1,441)	794.10%
Total physical holdings			176,396	198,503	-11.14%
Total electronic holdings			75,336	62,843	19.88%
Total Holdings (Physical and Electronic)			251,732	261,346	-3.68%
Circulation - Number of items checked out or renewed; includes Interlibrary Loan and Outreach activity					
Central Library					
Adult	57,718	53,153	238,126	220,061	8.21%
Youth	40,578	33,540	169,105	143,231	18.06%
Sub-Total Central	98,296	86,693	407,231	363,292	12.09%
Fairhaven Branch					
Adult	7,521	6,711	30,641	26,671	14.89%
Youth	2,460	2,054	9,577	8,604	11.31%
Sub-Total Fairhaven	9,981	8,765	40,218	35,275	14.01%
Barkley Branch					
Adult	5,448	5,106	22,655	19,070	18.80%
Youth	3,251	2,754	12,971	11,159	16.24%
Sub-Total Barkley	8,699	7,860	35,626	30,229	17.85%
Bellingham Technical College					
Adult	59	112	313	358	-12.57%
Youth	12	14	69	37	86.49%
Sub-Total BTC	71	126	382	395	-3.29%
Whatcom Community College					
Adult	347	323	1,403	1,267	10.73%
Youth	103	127	331	416	-20.43%
Sub-Total WCC	450	450	1,734	1,683	3.03%
Western Washington University					
Adult	512	456	1,885	1,909	-1.24%
Youth	249	153	925	693	33.48%
Sub-Total WWU	761	609	2,810	2,602	7.99%
Online Services					
NW Anytime Library Overdrive	16,971	12,994	66,376	52,257	27.02%
Tumblebooks - discontinued November, 2017	0	553	0	5,413	-100.00%
RBdigital	1,505	1,571	5,829	6,287	-7.28%
Sub-Total Online	18,476	15,118	72,205	63,957	12.90%
Total Circulation	136,734	119,621	560,206	497,433	12.62%
Holds Activity					
Holds Resolved - BPL staff filling holds for pickup at BPL & WCLS Systems	52,454	47,858	214,405	197,140	8.76%
Holds Filled - holds checked out at BPL, FH, Barkley and Connections	33,553	30,997	137,678	126,856	8.53%
Services					
Persons Visiting - Number of persons counted as they enter the libraries or visit remote website					
Central Library					
Adult	40,447	42,427	164,120	170,853	-3.94%
Childrens	11,192	11,659	45,579	50,146	-9.11%
Fairhaven Branch	6,723	7,225	29,147	28,762	1.34%
Barkley Branch	4,212	4,765	16,657	15,934	4.54%
Total Persons Visiting	62,574	66,076	255,503	265,695	-3.84%
Website Visits	41,243	39,653	169,459	166,316	1.89%
This count reflects number of visits to www.bellinghampubliclibrary.org					
Bibliocommons Visits	11,754	10,538	49,876	41,517	20.13%
This count reflects number of visits to Bibliocommons					
Total Website Visits	52,997	50,191	219,335	207,833	5.53%
Computer Usage - Number of sessions					
Central Library					
Adult & Teen (29 terminals)	5,260	5,747	21,320	22,933	-7.03%
Childrens (3 terminals)	196	150	666	795	-16.23%
Fairhaven Branch (6 terminals)	578	637	2,353	2,577	-8.69%
Barkley Branch (4 terminals)	280	347	1,083	1,200	-9.75%
Total Computer Usage	6,314	6,881	25,422	27,505	-7.57%
New Borrowers Registered					
Central Library	393	383	1,755	1,835	-4.36%
Fairhaven Branch	36	40	136	188	-27.66%
Barkley Branch	25	28	116	116	0.00%
Total New Borrowers Registered	454	451	2,007	2,139	-6.17%
Programs - Library sponsored or co-sponsored educational, recreational, or cultural programs					
Programs	120	124	477	514	-7.20%
Attendees	2,803	2,800	12,744	12,818	-0.58%
Volunteer Hours	458	376	2,304	2,089	10.31%

LIST OF CLAIMS AGAINST THE BOARD OF LIBRARY TRUSTEES AND THE CITY OF BELLINGHAM TO BE
 CONSIDERED AND APPROVED AT THE REGULAR BOARD MEETING OF MAY 15, 2018, IN
 ACCORDANCE WITH RCW 27.12.210 AND 27.12.240.

	VENDOR	AMOUNT
ADMINISTRATION		
Software	Adobe Creative Cloud	260.75
Director recruitment	American Library Association	500.00
Program supplies; supplies; tablet; computers	Amazon.com	902.27
Hold shelf dividers	Applied Digital Imaging	744.81
Printing; copier paper	Copy Source	438.96
Water @ Barkley Branch	Crystal Springs	34.42
Whatcom READS	Evergreen Town Car	200.00
Copier leases	Great America Financial Services	513.07
Tool pouch	Home Depot	6.78
Program supplies	Lowe's	21.65
PLA Conference	Marriott	1,108.52
Travel reimbursement - PLA	Jon McConnel	276.01
Movie license	Motion Picture Licensing	190.44
Security software maintenance	Ninite.com	21.74
Copies	Oasys Inc.	453.91
Office supplies; copier paper; toner	Office Depot	1,863.85
Whatcom READS event	Pacific Party Canopies	426.96
Diesel fuel	Reisner Distributor	242.38
Toner	Staples	99.23
Lost Interlibrary loan item	Stratford Library	12.00
Microfiche machine lease	Technology Unlimited	339.14
Membership	TechSoup	5.00
Lost Interlibrary loan item	Teton County Library	11.89
Security software maintenance	Trebron Company	2,388.68
Book bin covers; safety mirror	Uline	327.57
Debt collection service	Unique Management Services	313.25
Patron notices Q1	WCLS	1,526.11
B & O taxes	WSDR	60.70
	ADMINISTRATION Sub Total	\$13,290.09
PUBLIC SERVICE		
Library materials returned	Library Refunds	118.87
	PUBLIC SERVICE Sub Total	\$118.87
TECHNICAL SERVICES		
Book processing	Baker & Taylor	5,254.39
CD & DVD processing	Midwest Tape	1,161.46
ILL & tech services	OCLC	2,187.22
	TECHNICAL SERVICES Sub Total	\$8,603.07
LIBRARY ACQUISITIONS		
Books, recorded books, CDs, DVDs	Amazon.com & other credit purchases	694.83
Books	Baker & Taylor	18,960.57
Books	Manufacturers' News	140.12

BELLINGHAM PUBLIC LIBRARY
Board of Library Trustees

APRIL 2018 CLAIMS

DVDs, CDs, recorded books	Midwest Tape	8,833.94
eBooks, audiobooks	Overdrive Inc	5,233.84
Books	Stratton Kehl Publications	26.08
Books	Village Books	13.82

LIBRARY ACQUISITIONS Sub Total	\$33,903.20
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GIFT FUND

Program supplies	Amazon.com	138.80
Books	Baker & Taylor	1,542.71
Books	Center Point Large Print	291.80
Teen programming	Fred Meyer	89.85
Books	Gale	233.78
Teen programming	McKay's Taphouse	34.24
Programming supplies	Michael's	(13.02)
Teen programming	Rudy's Pizzeria	40.00

GIFT FUND ACQUISITIONS Sub Total	\$2,358.16
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TOTAL GENERAL FUND \$55,915.23

TOTAL CLAIMS \$58,273.39

GL787

WKD - MONTHLY REPORT - GF

Report Format 712

Acc.Period 4 ending April 30, 2018

Transaction status 1
Rounding to Whole Dollars

		YTD Actual	Adopted Budget	Revised Budget	Variance From Revised	%% Complete
Dpt 0190	LIBRARY					
Grp 191	LIBRARY ADMINISTRATION					
ExO 010	SALARIES & WAGES	87,371	261,808	253,365	165,994	34.5
ExO 020	PERSONNEL BENEFITS	37,388	118,000	120,962	83,574	30.9
ExO 030	SUPPLIES	25,203	79,784	93,914	68,711	26.8
ExO 040	SERVICES	127,859	345,667	354,285	226,426	36.1
ExO 050	INTERGOVT SERVICES PAYMENTS	1,526	6,500	6,006	4,480	25.4
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Grp 191	LIBRARY ADMINISTRATION	279,348	811,758	828,532	549,185	33.7
Grp 193	LIBRARY SERVICES					
ExO 010	SALARIES & WAGES	667,460	1,969,453	2,003,603	1,336,143	33.3
ExO 020	PERSONNEL BENEFITS	289,422	900,588	922,961	633,539	31.4
ExO 030	SUPPLIES	161,464	406,465	451,590	290,126	35.8
ExO 040	SERVICES	6,568	30,205	32,885	26,317	20.0
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Grp 193	LIBRARY SERVICES	1,124,914	3,306,711	3,411,039	2,286,125	33.0
Grp 195	LIBRARY FACILITIES					
ExO 040	SERVICES	155,201	469,212	468,041	312,839	33.2
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	Report Final Totals	1,559,463	4,587,681	4,707,612	3,148,149	33.1
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BellinghamPublicLibrary

Nancy Kerr, Director



Director's Report 05/15/2018

Staffing

Amy Lathrop has begun her new position in Interlibrary Loan, and is in training mode with Collection Services staff. Jessica Mlotkowski, new to the Bellingham area just since last December will begin this month as our newest Adjunct Librarian. Interviews were conducted yesterday to fill Amy's previous position, with three capable and qualified inside candidates. The selection should be announced at the Board meeting.

Building and Operations

The passenger elevator repair is still scheduled to be completed March 14-16. In the meantime, the freight elevator has become increasingly noisy and may require a check-up. Patrons have expressed their gratitude to staff for their assistance during this long elevator down time (since 12/29/17) but we have noticed and been informed that some patrons have just stopped coming to the Library.

The elevator's long down time has led us to look more carefully at other areas where the Library is not accessible to those with physical challenges. No handicapped push buttons to open our restroom doors, no restroom on the first floor, and the continued issue of only stairs to access the back of the building continue to pose problems and will need to be considered in conjunction with other improvements.

We have spoken with Officer Dante Alexander about the issues of patrons camping out in front of the entrances to the library, making it difficult if not impossible for patrons to return library materials using the book drops prior to open hours. He suggested a new safety audit of our building and grounds, as the last one was done in 2007. He had some suggestions for future building modifications that may help the situation, and in the interim sent a form that I filled out giving officers "permission" to trespass individuals who do not comply with the Library's Rules of Conduct when asked to do so. Officers came by early this morning and cleared the area around the front door.

Events

Please join your fellow trustees and others from across the community at this year's annual Boards & Commissions Appreciation Reception. This will be held in the Federal Building Courtroom, 104 W. Magnolia, on Thursday, June 14 from 5:30 to 6:30 PM. Please RSVP to ecoogan@cob.org by Friday, June 8, to be entered into a drawing to win a fabulous prize. Light refreshments will be served.

Budget Process Preparation

The Management Team has been working hard to identify and prioritize pivotal positions that are needed that are not currently funded. Getting up above that minimal level of staffing will be crucial going forward to maintain and enhance service to the community.

Bellingham Public Library

Nancy Kerr, Director



The **Management Team** has also been making progress on the list of tasks that will have to be performed in the interim period between directors, and the entire team will be involved in maintaining day-to-day operations and directing staff and activities that would usually fall to the Director.

Thank you!

Thank you for allowing me to serve as your Interim Library Director. It has been an honor and a privilege to work with such dedicated staff, and I will miss them very much. I wish the Library all the best moving forward and will be keeping track of all of the future progress that I know will occur.

May 15, 2018

Board Agenda Item

Waiving Old Hold Expired Fines, and Old Overdue Fines on Children's and Teen Materials

It is a goal of BPL and WCLS management teams to increase access to the library by reducing barriers to service. Two changes in recent years ended the practice of charging fines in certain situations.

- In March 2016 we ended the practice of charging overdue fines on Children's and Teen items if the borrower was an adult.
- At the beginning of August 2017 we ended the practice of charging a \$0.50 fine when patrons did not pick up a Hold

When we made those changes we did not waive existing fines of those types. We wanted to give patrons a chance to pay off fines that were legitimately levied.

On April 18, 2018, the Joint Management Team of BPL and WCLS leadership agreed to ask the Boards of Trustees of both system to approve waiving all unpaid fines of those types. Enough time has passed since the policy changes that we have collected the majority of funds that will ever be collected against those fines. In the normal course of action, these fines would stay on the patrons' accounts until either they pay them off, or we purge the accounts after 10 years of inactivity.

As of May 11, 2018, the outstanding fines for Hold Expired and Overdue Juvenile Materials were:

	Expired Hold Fines		Overdue Fines on Juv. Items	
	BPL	WCLS	BPL	WCLS
BPL Card	\$ 7,818.00	\$ 575.00	\$ 11,542.60	\$ 455.95
WCLS Card	\$ 854.50	\$ 6,797.50	\$ 1,724.40	\$ 5,806.10
Unknown Card	\$ 20.00	\$ 18.00	\$ 20.60	\$ 6.25
	\$ 8,692.50	\$ 7,390.50	\$ 13,287.60	\$ 6,268.30

These fines are on 19,530 accounts. 6,508 of them owe more than \$10 in total fines, and therefore cannot borrow any library materials (unless they are on a payment plan). Waiving the Expired Holds and Overdue Fines on Juvenile materials will move almost 700 patrons from owing more than \$10 to owing less than \$10, meaning they would regain access to borrowing new physical items.

The age of these fines range from 10 years old to mid-March 2016 for the Overdue fines on Children's and Teen items and the end of last July for Hold Expired fines. We are still seeing a small number of them being paid off, but we do not expect to collect anywhere near the full amounts shown in the table.

The management teams of BPL and WCLS recommend the Library Boards authorize waiving all unpaid fines levied on Children's and Teen items, as well as expired Holds, providing a service barrier reduction to more than 19,000 account holders county-wide.