

**MEETING DATE:** November 18, 2021  
**TO:** Library Board of Trustees  
**FROM:** Judy Booth, Library Director  
**SUBJECT:** 2021-22 FEES SCHEDULE

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## SUMMARY

At the Board meeting of April 22, 2021, Trustee Mansuri (seconded by Corresponding Secretary Paden) asked to extend the waiver of fees for 6 months and eliminate the \$5 Extended Use Fee and re-evaluate the situation.

## RECOMMENDATION

1. Receive the report from staff at the November 18, 2021, meeting.
2. Vote to permanently eliminate the temporary fee changes.

## FISCAL IMPACT

Minimal.

## DISCUSSION

At the Board meeting of April 22, 2021, Trustee Mansuri (seconded by Corresponding Secretary Paden) asked to extend the waiver of fees for 6 months and eliminate the \$5 Extended Use Fee and re-evaluate the situation.

In addition to the increase in customer satisfaction by waiving fines and fees and permanently dropping the Extended Use Fee of \$5, the library staff have been calling the few customers who need to return items or pay for them. The response from those patrons have been overwhelmingly positive. These, mostly telephone, conversations have allowed staff to be their welcoming selves and offer additional information about programming and other library services. This path has also made it possible to refrain from using the collection management service that we had been using.

As COVID continues largely unchecked and the number of libraries eliminating fines and fees increases, staff recommends permanently eliminating the fines and fees first introduced at the Board's May 14, 2020, meeting.