

ELIMINATE LATE FINES: IMPROVE ACCESS TO YOUR LIBRARY



1. Attract New Cardholders

People may have a fear of getting a library card for themselves or children because of possible fines. In other communities that went fine-free, circulation increased by 40%.



2. Improve Customer Service

Removing fines puts library access first. It demonstrates support for community education. Going fine-free is appreciated by the community and goodwill is extended to City Council and City Management.

3. Create an Inclusive Community

Fines are a barrier to access and are antithetical to our mission and principles. They set up an adversarial relationship with community members. Research shows that communities of color are more likely to be impacted by library fines.



4. Welcome Customers Back

Nearly 20% of cardholders cannot check out materials because they have too many overdue fines, even though the items have been returned.



5. Apply an Equity Lens

Fines disproportionately affect low-income households the most. Patrons may have transportation challenges, work multiple jobs, single parents, unstable housing, or other issues which result in limited time to visit the library.

