

AURORA TOWN PUBLIC LIBRARY
550 Main Street, East Aurora, New York 14052
Agenda of the Board
Regular Monthly Meeting
April 26, 2022, 1:00 p.m.

1. Comments from the audience:
2. Minutes of the Meetings: March 29, 2022
3. Treasurer's Report: Monthly Financial Statements & Internal Auditor Report: March 2022
4. Director's Report: March 2022
5. Reports of Interest
 - a. B&ECPL is fine free. All overdue, hold, unclaimed, and referral fees are gone. All of these bills for users whose last activity date is from over 7 years ago are being waived.
 - b. Honorable Joseph C. Lorigo of the Erie County Legislature, recognized the Aurora Town Public Library during National Library Week by sending a proclamation in our honor.
 - c. New York State ARPA Digital Inclusion Grant through WNYLRC is funding (1) Chromebook Kit and (2) Hotspots for circulation on Adult and Youth cards with Internet permission to enjoy free Internet access.
 - d. ATPL is participating in an outreach opportunity with Parkdale Elementary for Family Literacy Night on Thursday, May 5 at 6:00 p.m.
 - e. Donations are being collected April 12 – May 28 to help Sleep in Heavenly Peace give comfortable beds to children in need to sleep on.
 - f. ATPL is holding a Connect with You Library FREE Raffle. For every 5 items checked out on a patron's library card earns them a chance to win a family pack of books. Entries are accepted from 4/1-28. The winner will be selected at random on 4/29 at 10:00 a.m.
 - g. In celebration of the 200th birthday of Frederick Law Olmsted (April 26, 1822-August 28, 1903), the Aurora Town Public Library will showcase a display on Olmsted's local work, put together by the national Olmsted Parks organization, from June 1 through June 30, 2022 during regular library hours.
 - h. Other
6. Personnel
 - a. Payroll Report: Pay Period 6
 - b. Board May Enter Executive Session
 - c. Other
7. Old Business
 - a. Other
8. New Business
 - a. Fine Free FAQ
 - b. Annual ACT Workshop: Saturday, May 7, 2022 @ 9:15 a.m.(RSVP by 4/25)
 - c. Other

The next regularly scheduled meeting will take place on May 24, 2022 at 1:00 p.m.

AURORA TOWN PUBLIC LIBRARY
550 Main Street, East Aurora, New York 14052
Minutes of the Board
Regular Monthly Meeting
March 29, 2022, 1:00 p.m.

Present: Alice Askew, Martha Buyer, Elaine Chow (via phone), Paula M. A. Klocek-Director, Kara Spencer-Ching, and Adam Zaremski

President Alice Askew called the meeting to order at 1:10pm.

1. There were no comments from the audience.
2. A motion (MB, AZ) to approve the Minutes of the Meetings: February 22, 2022 & March 4, 2022 carried by a voice vote.
3. A motion (MB, AZ) to approve the Treasurer's Report: Monthly Financial Statements & Internal Auditor Report: February 2022 carried by a voice vote.
4. A motion (AZ, MB) to approve the Director's Report: February 2022 carried by a voice vote.
5. Reports of Interest
 - a. Senator Patrick Gallivan sent out a letter to legislators and the Chairman of Committee on Libraries, requesting their support for increased funding of libraries in the amount of \$123.1 million for Operating Aid and \$45 million in Construction Aid in the FY 2021 enacted budget.
 - b. NYS Assembly members wrote a letter requesting an increase in funding for our public libraries in the Assembly FY22-23 one-house budget proposal.
 - c. The LED conversion of the Library's interior lighting has been completed as of 3/11/2022.
 - d. B&ECPL will be acquiring Hoopla, a streaming platform for TV, music, movies, e-books, and e-audiobooks.
 - e. Other
6. Personnel
 - a. ATPL is hiring a Part-Time Cleaner (13 hours / week) – Trustees made suggestions to advertise at nearby schools, town offices, churches, and senior center.
 - b. The Board entered Executive Session at 1:43pm and resumed at 1:47pm to speak about personnel matters.
7. Old Business
 - a. A motion (MB, AZ) to approve the Filming and Photography Guidelines & Approval Form was carried by a voice vote.
 - b. A motion (MB, AZ) to approve the Disaster Plan was carried by a voice vote.
 - c. The Rules of Conduct were reviewed without any changes.
 - d. NYLA Library Advocacy Day, March 2, 2022: 1. Senator Patrick Gallivan @ 10:30 a.m.; 2. Assemblyman David DiPietro @ 11:00 a.m.; 3. Senator Sean Ryan moved to March 3 @ 9:00 a.m.
8. New Business
 - a. The Director made and installed QR codes around the Library at the suggestion of trustee, Adam Zaremski. These codes can be scanned by patrons to conveniently take them to www.buffalolib.org to search the catalog, place item requests, see the library events calendar,

find library locations / hours, explore resources / services, access downloadable materials, apply for a library card, and much more. Patrons have already found this small change useful.

b. Nomination of Officers

President, Kara Spencer-Ching

Vice President & Internal Auditor, Elaine Chow

Treasurer, Martha Buyer

Secretary, Adam Zaremski

Trustee-at-Large, Alice Askew

c. Martha Buyer was nominated to be a member on the ACT Board. The commitment is 1 or 2 zoom meetings with ACT Board to prepare the 4 membership meetings yearly.

d. Power Point Information about libraries to introduce everyone to the new B&ECPL System Director, John Spears is due by Monday, April 18. The Board of Trustees will review the document that is being sent to ACT President, Dick Earne and the Director will submit the information to him.

A motion (AZ, KSC) to adjourn was carried by a voice vote. President Alice Askew adjourned the meeting at 2:15pm. The annual and regularly scheduled meeting will take place on April 26, 2022 at 12:30 p.m. and 1:00 p.m.

Respectfully submitted,

Elaine Chow

Vice President (Acting Secretary)

**AURORA TOWN PUBLIC LIBRARY
550 MAIN STREET
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716-652-4440/fax 716-655-5875**

**DIRECTOR'S REPORT
March 2022**

| CIRCULATION | Total-month | Average/day | Average/hour | YTD Total |
|--------------------|--------------------|--------------------|---------------------|------------------|
| 2022 | 7,435* | 297.4 | 37.7 | 20,968** |
| 2021 | 7,364 | 320.2 | 42.1 | 18,533 |
| 2020 | 7,928 | 609.8 | 70.8 | 29,991 |
| 2019 | 12,663 | 487.0 | 58.4 | 40,391 |

*78.1% (5,807) via self-checkout

82.0% (17,026) via self-checkout YTD Note: Circulation for the contracting libraries was 0.2% this month (EAU was 1.0%) and 8.9% YTD (EAU was 13.1%).

| Library of Things | 2022 |
|--------------------------|-------------|
| Monthly | 3 |
| Year-to-date | 8 |

| SYSTEM e-BRANCH | Month 2022 | Month 2021 | Change | YTD 2022 | YTD 2021 | Change |
|---------------------------------|-------------------|-------------------|---------------|-----------------|-----------------|---------------|
| Online Renewals | 84,310 | 94,135 | -10.4% | 226,809 | 211,930 | 7.0% |
| Interlibrary Loans | 1,294 | 1,174 | 10.2% | 3,407 | 3,051 | 11.7% |
| D-Loadable Audio Books | 44,972 | 39,168 | 14.8% | 129,352 | 111,066 | 16.5% |
| D-loadable Streaming Videos | 79 | 106 | -25.5% | 244 | 392 | -37.8% |
| eBooks | 76,628 | 80,417 | -4.7% | 230,963 | 238,422 | -3.1% |
| Downloadable Music/Music Videos | 0 | 31,649 | 0.0% | 0 | 87,358 | -100.0% |

| YEAR | 2022 | 2021 | 2020 | 2019 | 2018 |
|------------------------|-------------|-------------|-------------|-------------|-------------|
| DAYS/HOURS OPEN | 25/197 | 23/175 | 13/112 | 26/217 | 26/219 |

DAYS CLOSED: March 7, 8, and 9 for LED Conversion Project. Offered Walk-Up Service.

| COMPUTER USE | 2022 | 2021 | % Change |
|---------------------|-------------|-------------|-----------------|
| Monthly | 330 | 250 | 32.0% |
| Year-to-date | 878 | 554 | 58.5% |

Note: Computer use for the contracting libraries was 16.0% this month and 34.2% YTD.

| WIFI USE | 2022 | 2021 | % Change |
|---------------------|-------------|-------------|-----------------|
| Monthly | 2,028 | 1,492 | 35.9% |
| Year-to-date | 1,492 | 3,910 | 35.6% |

Note: Wifi use for the contracting libraries was 16.3% this month and 29.9% YTD.

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**DIRECTOR'S REPORT
March 2022**

| NEW LIBRARY CARD MEMBERSHIP | Total-month | YTD |
|------------------------------------|--------------------|------------|
| Adults | 15 | 42 |
| Children | 6 | 18 |

| PATRON COUNTER | 2022 | 2021 | % Change |
|-----------------------|-------------|-------------|-----------------|
| Monthly | 4,539 | 3,540 | 28.2% |
| Year-to-date | 12,846 | 8,219 | 56.3% |

Note: Door counts for the contracting libraries were 23.3% this month and 34.4% YTD.

| Programs Name / Number of Sessions / Sponsor | Age group | Attendance |
|---|------------------|-------------------|
| March Magic (Friends) | 6-11 years | 16 |
| Graphing Greats | 6-11 years | 6 |
| Lego Club | 6-11 years | 10 |
| Read to a Dog (6) (Paws for Love Program) | All | 16 |
| Anita Conron, Local Author: Clamdigger | Adult | 23 |
| Book-A-Tech Trainer (5) | Adult | 5 |
| Aurora Book Club | Adult | 10 |
| Unwind & Design Balloon Garland (19) (Friends) | Adult | 19 |
| Story Time to Go (40) (Friends) | 0-5 years | 40 |
| Create-a-Card Club (12) (Friends) | Adult | 12 |
| Read Down Your Fines (0) | 0-5 | 0 min |
| Read Down Your Fines (3) | 6-11 years | 615 min |
| Read Down Your Fines (1) | 12-16 years | 945 min |
| Tutor (11) | 6-11 years | 11 |
| Tutor (0) | 12-16 years | 0 |

| Friends Ongoing Book Sale (Before Tax) | Month | YTD |
|---|--------------|------------|
| Dollar Amount | \$161.00 | \$458.00 |

Display Case: Books for the Special Book Sale, Rhoda Zucker

Community Room Exhibits: None

Building condition: The Library was closed to the public March 7-9 for the LED conversion project by Warning Electric with assistance from the Town. Walk-Up Service was provided to the community during this time. Warning Electric converted interior lighting to LED, Town assisted. The Town replaced the door knob on the Utility room door. Town was sent work requisitions for the Special Book Sale and Discard Sale.

Meeting Room Uses: 5

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**DIRECTOR'S REPORT
March 2022**

Programs: April 2022

Connect with Your Library FREE Raffle-Adults & Children of All Ages - Entries will be Accepted April 1 through April 28 During Regular Library Hours - The Winner will be Drawn at Random on April 29 at 10:00 a.m.

Create-a-Card Club - Adults, 19+ - 1/20, 2/17, 3/17, 4/7 - Participants will be called to pick-up their kit the week of the program. **Sorry Program Registration is Full**

LEGO Club - Children, 6-12 - 1/20, 2/17, 3/17, 4/7, 5/12 @ 4:00 p.m. **Sorry Program Registration is Full**

Unwind & Design To-Go Kit: Silk Scarf - Adults, 19+ - April 12 - Participants will be called to pick-up their take-home kit the week of the program.

Spring Bird Nest Craft To Go - 4-12 - April 14 - Participants will be called to pick-up their take-home kit the week of the program. **Sorry Program Registration is Full**

K-3 Story Time: Earth Protectors - Grades K-3 - April 19 @ 4:00 p.m.

"L" IS FOR LIBRARY - Birth- 2 1/2 - April 20 - Participants will be called to pick-up their kit the week of the program. **Sorry Program Registration is Full**

Reading Club - Children, 6-12 - April 20, May 11 @ 3:45 p.m.

A Trip to the Moon! - Children, 6-12 - April 21 @ 4:00 p.m.

Book a Technology Trainer - Adults, 19+ - April 22 @ 10:00 a.m. - 2:00 p.m. - One-on-One Appointments are 45 minutes long

Read to a Dog - Children and their Families, All Ages - April 23 @ 11:00 a.m., 11:20 a.m., 11:40 a.m.

Screen-Free Fun Day - Children Ages 3-12 and their Families, All Ages - April 30 @ 11:00 a.m. - 1:00 p.m.

Programs: May 2022

Aurora Book Club - Adults, 19+ - May 5 @ 6:30 p.m.

Unwind & Design: Upcycled Container Herb Planter Take-Home Kit - Adults, 19+ - May 10 - Participants will be called to pick-up their take-home kit the week of the program.

Reading Club - Children, 6-12 - May 11 @ 3:45 p.m.

K-3 Story Time: We Dig Worms - Grades K-3 - May 17 @ 4:00 p.m.

LEGO Club - Children, 6-12 - 1/20, 2/17, 3/17, 4/7, 5/12 @ 4:00 p.m. **Sorry Program Registration is Full**

What is Op Art - Children, 6-11 - May 19 - Participants will be called to pick-up their take-home kit the week of the program.

Read to a Dog - Children and their Families, All Ages - May 21 @ 11:00 a.m., 11:20 a.m., 11:40 a.m.

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**DIRECTOR'S REPORT
March 2022**

ATPL Months at a Glance: 2022

| Month of 2022 | Circulation | Patron Count | Computer Use | Wi-Fi |
|----------------------|--------------------|---------------------|---------------------|--------------|
| January | 6,638 | 4,289 | 280 | 1,703 |
| February | 6,895 | 4,018 | 268 | 1,571 |
| March | 7,435 | 4,539 | 330 | 2,028 |
| April | | | | |
| May | | | | |
| June | | | | |
| July | | | | |
| August | | | | |
| September | | | | |
| October | | | | |
| November | | | | |
| December | | | | |
| YEAR TOTAL | | | | |

Out of all B&ECPL locations, ATPL ranks YTD:

12 out of 37 in circulation of materials

12 out of 37 in patron visits

5 out of 37 in WI-FI

22 out of 37 in computer use

For Pre-Pandemic Comparison

| Month of 2019 | Circulation | Patron Count | Computer Use | Wi-Fi |
|----------------------|--------------------|---------------------|---------------------|---------------|
| January | 11,994 | 6,410 | 648 | 1,455 |
| February | 12,674 | 7,028 | 646 | 1,162 |
| March | 12,663 | 8,011 | 762 | 1,662 |
| April | 12,114 | 7,707 | 766 | 1,515 |
| May | 11,332 | 7,658 | 703 | 1,866 |
| June | 11,042 | 7,195 | 676 | 1,727 |
| July | 14,402 | 8,477 | 702 | 1,561 |
| August | 13,167 | 8,245 | 819 | 1,641 |
| September | 10,642 | 7,043 | 707 | 1,742 |
| October | 11,498 | 7,940 | 826 | 1,777 |
| November | 10,423 | 6,719 | 677 | 1,679 |
| December | 9,512 | 5,887 | 646 | 1,432 |
| YEAR TOTAL | 141,463 | 88,320 | 8,578 | 19,219 |

AURORA TOWN PUBLIC LIBRARY

Treasurer's Report

31-Mar-22

LOCAL CHECKING ACCOUNT

| | | | |
|------------------------|-----------|--------|-------------|
| Beginning Balance: | 1-Mar-22 | | \$33,873.94 |
| Plus Receipts/Deposits | | Total: | \$475.60 |
| Less Checks/Debits | | Total: | \$0.00 |
| Ending Balance: | 31-Mar-22 | | \$34,349.54 |

Transaction Details

Receipts:

| | | |
|---------------------------------------|--------|----------|
| Alice Askew Donation | | \$200.00 |
| Alice Askew Donation | | \$200.00 |
| Anita Conron- Local Author-Clamdigger | | \$70.00 |
| Amazon Smile Donation | | \$5.60 |
| (Donation from book sales) | Total: | \$475.60 |

DISBURSEMENTS:

| | | |
|------|--------|--------|
| None | | |
| | Total: | \$0.00 |

Volker Funds

| | | |
|-----------------|-----------|------------|
| Balance Forward | 1-Mar-22 | \$2,132.25 |
| Receipts: | None | \$0.00 |
| Disbursements: | None | \$0.00 |
| Balance | 31-Mar-22 | \$2,132.25 |

Gallivan Funds

| | | |
|-----------------|-----------|--------|
| Balance Forward | 1-Mar-22 | \$0.00 |
| Receipts: | None | \$0.00 |
| Disbursements: | None | \$0.00 |
| Balance | 31-Mar-22 | \$0.00 |

Facility Improvements

| | | |
|-----------------|-----------|------------|
| Balance Forward | 1-Mar-22 | \$7,088.00 |
| Receipts: | None | \$0.00 |
| Disbursements: | None | \$0.00 |
| Balance | 31-Mar-22 | \$7,088.00 |

Internal Auditor's Report Martha Buyer

| Voucher# | Amount | Approved | Check # | Reason |
|---------------------------------|----------|----------------------|---------|----------------|
| None | | | | |
| Friends Ongoing Book Sale March | \$161.00 | | | YTD \$458.00 |
| Contingency Funds | | Counted On 3/16/2022 | | Total \$255.93 |

Savings Account

| | | |
|-----------------|-----------|-------------|
| Balance Forward | 1-Mar-22 | \$50,596.20 |
| Interest Earned | | \$0.78 |
| Balance | 31-Mar-22 | \$50,596.98 |

CONTRACT MEMBER LIBRARIES - Monthly Financial Report

LIBRARY: AURORA TOWN PUBLIC LIBRARY

MONTH: MAR

| SAP Acct. | Description | Adopted Budget | Budget Transfers | Year-to-Date Expenditures | Available Budget | Projected Utilization at 12/31 | Projected Variance at 12/31 | Comments |
|-------------------------|-----------------------------|----------------|------------------|---------------------------|------------------|--------------------------------|-----------------------------|-----------------------------|
| 500000 | Salaries - Full-time | 0 | 0 | 0 | 0 | | 0 | |
| 502000 | Fringe Benefits | 0 | 0 | 0 | 0 | | 0 | |
| Utility Charges: | | | | | | | | |
| 515000 | Water | 500 | 0 | 88 | 412 | 500 | 0 | |
| 515000 | Sewer | 900 | (174) | 726 | 0 | 726 | 0 | |
| 515000 | Telephone - Maintenance | 250 | 80 | 330 | 0 | 330 | 0 | Overage-Phone Training Bill |
| 510200 | Dues and Fees | 20 | 0 | 20 | 0 | 20 | 0 | |
| 545000 | Rental Charges | 0 | 0 | 0 | 0 | | 0 | |
| 506200 | Repairs & Maintenance Chgs. | 2,450 | 94 | 299 | 2,245 | 2,544 | 0 | |
| 555050 | Insurance Charges | 0 | 0 | 0 | 0 | | 0 | |
| 510000 | Travel & Mileage Expenses | 200 | 0 | 0 | 200 | 200 | 0 | |
| 530000 | Other Expenses & Charges | 600 | 0 | 0 | 600 | 600 | 0 | |
| 530000 | Contingency (Bullet Aid) | 0 | 0 | 0 | 0 | | 0 | |
| TOTAL EXPENSES | | 4,920 | 0 | 1,463 | 3,457 | 4,920 | 0 | |

| DIRECT LOCAL INCOME | Adopted Budget | Budget Revisions | Y-T-D Revenues | To Be Realized | Projected Revenues | Projected Variance | Comments |
|---------------------------------------|----------------|------------------|----------------|----------------|--------------------|--------------------|-----------------------------|
| Fines, Lost Books, etc. | 3,500 | 0 | 1,891 | 1,609 | 7,564 | 4,064 | |
| Copy Machines | 380 | 0 | 141 | 239 | 564 | 184 | |
| Print Cost Recovery | 1,500 | 0 | 463 | 1,037 | 1,852 | 352 | |
| Other Income | 100 | 0 | 0 | 100 | 0 | (100) | Recording Under Fines, Lost |
| State Funding | 0 | 0 | 0 | 0 | | 0 | |
| Municipal Support | 0 | 0 | 0 | 0 | | 0 | |
| Donations (priv. persons/foundations) | 0 | 0 | 0 | 0 | | 0 | |
| Fundraising (events/booksales) | 0 | 0 | 0 | 0 | | 0 | |
| Interest Income | 0 | 0 | 0 | 0 | | 0 | |
| Misc Income | 0 | 0 | 0 | 0 | | 0 | |
| Use of Fund Balance | 0 | 0 | 0 | 0 | | 0 | |
| TOTAL DIRECT INCOME | 5,480 | 0 | 2,495 | 2,985 | 9,980 | 4,500 | |

AURORA TOWN PUBLIC LIBRARY

COUNTY LEDGER

COUNTY CHECKING ACCOUNT

31-Mar-22

| | | | |
|------------------------|-----------|--------|------------|
| Beginning Balance: | 1-Mar-22 | | \$7,616.78 |
| Plus Receipts/Deposits | | Total: | \$757.30 |
| Less Checks/Debits | | Total: | \$132.71 |
| Ending Balance: | 31-Mar-22 | | \$8,241.37 |

Transaction Details

Receipts:

| | | |
|--------|--------|----------|
| Fines | | \$448.85 |
| Fines | | \$254.65 |
| Copier | | \$53.80 |
| | Total: | \$757.30 |

Disbursements:

| | |
|---|-----------------|
| Dennis Desmond (Building Maintenance Purchases) | \$44.35 |
| Village of East Aurora (Water Bill) | \$88.36 |
| | Total: \$132.71 |

Internal Auditor's Report

Martha Buyer, Internal Auditor

| Voucher# | Amount | Approved | Check # | Reason |
|----------|---------|----------|---------|---|
| C102 | \$44.35 | 3/24 MB | 5860 | Dennis Desmond (Building Maintenance Purchases) |
| C103 | \$88.36 | 3/24 MB | 5861 | Village of East Aurora (Water Bill) |

2022 Aurora Payroll Report_PP6



As of Pay Period 6

| FT PERSONNEL | | | |
|----------------------|------------------|-------------------|-------------------|
| Title | YTD Expensed | Budgeted | Remaining |
| Librarian I | 15,655.22 | 63,361.00 | 47,705.78 |
| Library Director I | 14,552.13 | 59,280.00 | 44,727.87 |
| Senior Library Clerk | 9,185.21 | 39,965.00 | 30,779.79 |
| FT Totals | 39,392.56 | 162,606.00 | 123,213.44 |

| PT PERSONNEL | | | |
|------------------|------------------|-------------------|-------------------|
| Title | YTD Expensed | Budgeted | Remaining |
| Caretaker PT | 3,241.94 | 14,068.00 | 10,826.06 |
| Cleaner PT | 1,925.79 | 9,495.00 | 7,569.21 |
| Clerk Typist PT | 5,629.76 | 28,656.00 | 23,026.24 |
| Librarian I PT | 6,532.09 | 28,104.00 | 21,571.91 |
| Page PT | 3,016.59 | 19,220.00 | 16,203.41 |
| Senior Page | 10,799.44 | 57,227.00 | 46,427.56 |
| PT Totals | 31,145.61 | 156,770.00 | 125,624.39 |

| TOTAL COMBINED | | | |
|------------------------|------------------|-------------------|-------------------|
| | YTD Expensed | Budgeted | Remaining |
| Caretaker PT | 3,241.94 | 14,068.00 | 10,826.06 |
| Cleaner | 1,925.79 | 9,495.00 | 7,569.21 |
| Clerk Typists | 5,629.76 | 28,656.00 | 23,026.24 |
| Librarian I'S | 22,187.31 | 91,465.00 | 69,277.69 |
| Library Director I | 14,552.13 | 59,280.00 | 44,727.87 |
| Senior Library Clerk | 9,185.21 | 39,965.00 | 30,779.79 |
| Pages | 3,016.59 | 19,220.00 | 16,203.41 |
| Senior Pages | 10,799.44 | 57,227.00 | 46,427.56 |
| Savings Goal | | (7,484.00) | (7,484.00) |
| Combined Totals | 70,538.17 | 311,892.00 | 241,353.83 |

| | |
|---------------------------------|---------------------|
| ANNUAL BUDGET | \$ 311,892.00 |
| PROJECTED ANNUAL BUDGET SPENT | \$ 292,569.57 |
| PROJECTED ENDING BALANCE | \$ 19,322.43 |



Buffalo and Erie County Library – Fine Free – Staff FAQ

1. *Do patrons still have to pay charges that are on their accounts prior to BECPL going fine free?*
If they have returned all materials, fines have been removed from their account. Lost, damaged materials and other miscellaneous charges will remain.

2. *What fines are being waived?*

Fines/fees for all user profiles at all libraries with the following bill reasons:

- OVERDUE
- HOLD
- UNCLAIMED
- REFERRAL
- LOST CARD

ALL bills older than 7 years old (prior to 3/31/2015).

3. *Why do some patron accounts still have a balance?*

Charges for lost or damaged materials and other miscellaneous will remain.

4. *What fines will not be charged moving forward?*

Fines/fees for all user profiles at all libraries with the following bill reasons will no longer be assessed:

- OVERDUE
- HOLD
- UNCLAIMED
- LOST CARD

5. *What item types are included in fine free?*

ALL item types

6. *How will the Library get people to return borrowed materials?*

“No fines” does not mean “no responsibility.” Materials that are 21 days overdue are assumed lost and patrons will be charged for the replacement and processing costs.

Patrons will continue to receive courtesy notices about the status of their outstanding materials.

7. *What about patron accounts in COLLECTION status?*

At this time new referrals are not being made to collections. Collection reports have been

suspended and COLLECTION user status has been changed to appropriate DELINQUENT or BLOCKED status. Delinquent status (GOOD STANDING) is when patrons have charges on their card from \$.01 to \$50.

8. When are patron accounts BLOCKED?

Patrons will be blocked at \$50.01 rather than \$10.01.

9. Automatic renewals will be implemented, but patrons will still be able to renew on their own. Please note changes below:

- Autorenewal reports will run 2 days prior to due date.
- The system will send patrons a message whether the renewal has been successful or has failed (renewal limit reached, waiting list item, etc.)
- Autorenewals will follow current circulation rules.
- Items will be renewed from due date rather than date of renewal.
- Patrons will be able to renew items (by phone, online, etc.) ONLY within 2 days of due date.

10. When will patrons receive notices?

| NOTICE | METHODS | WHEN |
|-------------------------|----------------|---------------------------|
| Autorenewal | Email Only | 2 days before item is due |
| One Day Overdue Notice | Email Only | 1 day overdue |
| Overdue Notice | Phone or Email | 7 days overdue |
| Lost Notice | Phone or Email | 21 days overdue |
| Outstanding Bill Notice | Phone or Email | Exceeds \$50 in charges |

11. Is the library still charging for replacement library cards?

No

12. How are the circulation statistics calculated for autorenewals?

The library of original checkout will receive the circulations statistics for autorenewals unless a patron calls or renews at another library location.

13. Will more copies of popular titles be ordered to fulfill holds?

As the fine free initiative progresses, the Collection Development Department will continue to monitor the number of holds and number of copies in our System. The ratio of the number of holds per copy of a particular item will assist staff in determining if additional copies should be purchased.

14. Should discharge book drop still be used for checking in items returned to book drops?

Yes, as that is the date of return.