PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS AGENDA ITEM SUMMARY

Meeting Date: March 11, 2025	[X]Consent []Ordinance	[] Regular [] Public Hearing
Department: Submitted By:	County Library/Admin	istration
Submitted For:	County Library/Admin	<u>istration</u>

I. EXECUTIVE BRIEF

Motion & Title: Staff recommends motion to approve: the write-off of uncollectible lost/damaged library materials charges from library card accounts found in the Library Department's Integrated Library System (ILS) database for all lost/damaged charges, Interlibrary Loan fees, and non-sufficient funds checks dated from October 1, 2018 to September 30, 2019 for a total of \$163,925.69.

Summary: Based on an ILS report, the system contains 9,597 lost/damaged bills, Interlibrary Loan fees, and non-sufficient funds checks dated from October 1, 2018 to September 30, 2019 spread across 3,197 user accounts. The Library Department was given permission on February 1, 2022 by the Board of County Commissioners (BCC) to write-off all uncollectible lost/damaged materials, Interlibrary Loan fees, and non-sufficient funds charges dated prior to October 1, 2016. On Feb. 7, 2023, the BCC authorized a similar write-off of charges dated prior to October 1, 2017. On Feb. 6, 2024, the BCC authorized another similar write-off of charges dated prior to October 1, 2018.

The Integrated Library System (ILS) contains all information on borrowers and items in the collection. Borrower records are considered expired and removed from the ILS if the account is dormant for seven years. Library card accounts with lost/damaged charges that would normally have expired cannot be removed from the database. Retaining this information increases the amount of storage required for the ILS, which leads to database management concerns such as slower response times and increased storage charges.

Cardholders are required to return library items in the condition they were borrowed with the expectation of minimal wear and tear. Account holders who fail to return library items by their due date are charged the full replacement amount as specified in the item record and their account is blocked from further borrowing if charges stand at \$25 or higher. Returning the item in good condition will remove associated charges. Account holders who return items in a damaged condition are charged the full replacement amount as specified in the item record and their account is blocked from further borrowing if charges stand at \$25 or higher. Borrowing privileges are restored if the account has fewer than \$25 in charges. The Library Department contracts with a collection agency to collect unpaid bills. The agency makes several attempts to contact the borrower. Unpaid charges referred to collections do not effect a borrower's credit. (Countywide) (AH)

Background and Justification: The Library circulated 8.5 million items last fiscal year. Since the founding of the Palm Beach County Library System, borrowers have been held responsible for returning library items on time and in good condition. Library materials are considered fixed assets so the Library must make an effort to recover them through such tools as suspending borrowing privileges, assessing lost/damaged charges, and a collection agency. It is the assessment of Library Administration that charges over five years old are deemed uncollectable. Examples of reasons why this debt may be uncollectable include but are not limited to:

- · Account holder has moved out of the area
- · Account holder is financially unable to pay the charges
- Account holder no longer uses the Palm Beach County Library System
- · Account holder is deceased.

Recommended By:	(Douglas Crane) 2-11-25
Department Director	Date
Approved By: Jul Julium	(Todd Bonlarron) Z/25/75
Assistant County Administrator	Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	202 <u>5</u>	20 <u>26</u>	20 <u>27</u>	20 <u>28</u>	20 <u>29</u>	
Capital Expenditures Operating Costs External Revenues Program Income (County) In-Kind Match (County)	0 0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0	
NET FISCAL IMPACT # ADDITIONAL FTE POSITIONS (Cumulative)				<u>0</u> 0	_0	
Is Item Included in Current Bu	udget?		Yes_	No <u>x</u>		
Budget Account No.:	Fund	Dept.	Unit	Source		
Does this item include the use of federal funds? Yes No X Does this item include the use of state funds? Yes No X						

В.	Recommended	Sources	of Funds/Summary	of Fiscal Impa	ıct
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Sources:

Impact: There is no fiscal impact associated with this item. The approval of this item will authorize the Library department to record the necessary entries to remove these accounts from the financial records. As required under PPM CW-F-048, Library will continue to maintain a database of all lost/damaged charges on member accounts.

C.	Departmental	Fiscal	Review:

(Director, Library Finance and Facilities)

III. REVIEW COMMENTS:

Α.	OFMB	Fiscal	and/or	Contract De	ev. and	Control	Comments:
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A. OF IVIB FISCAL and/or Contract Dev. and	Control Comments:
OFMB OFF 2/13 B. Legal Sufficiency:	May May 25 25 Contract Dev. And Control 26, 2-14-25

C. Other Department Review:

Department Director



LIBRARY ADMINISTRATION: (561) 233-2600

COUNTYWIDE: 1-888-790-4962

TO:

DOUGLAS CRANE, LIBRARY DIRECTOR

DATE: 1/3/2025

FROM:

CRAIG LESSARD, DIRECTOR INFORMATION TECHNOLOGY

JENNIFER MEDLER, LIBRARY TRAINING & TECHNICAL ASSISTANCE

SUPERVISOR

RE:

PROPOSED ANNUAL FEE & ITEM REMOVAL

The Information Technology staff proposes removing the estimated fees and items in March 2025 itemized below per PPM CLO-207.

Bill Reason	#	Total	#
	Bills	Amount	Users
ILL Fees Before 10/01/2019	39	\$28.20	36
Damaged, ILL Damaged, & Reinstated Damaged Bills Before 10/01/2019	150	\$3,456.95	104
NSF Checks	2	\$297.89	2
Lost, ILL Lost, & Reinstated Lost Bills & Items Before 10/01/2019	9,406	\$160,142.65	3,055
TOTAL	9,597	\$163,925.69	3,197

- We estimate approximately 2,578 expired user accounts could be removed from the system.
- Approximately 340 affected accounts are active and will have borrowing privileges restored.