

Lawrence Public Library, Lawrence, Kansas
Board of Trustees Regular Meeting

Monday, November 18, 2019 at 4:30 PM
Meeting Room A, Lawrence Public Library, 707 Vermont Street

Call to Order

Introductions

Public Comments

Consent Agenda

All matters on the consent agenda are considered within one motion and will be enacted by one motion. There will be no separate discussion on these items. If discussion is desired, that item will be removed from the consent agenda and will be considered separately.

- Approve Library Board meeting minutes
- Approve Treasurer's report
- Approve bills
- Receive statistical report

Library Director's report

Departmental reports

Library Foundation Executive Director's report

Library Friends report

Ongoing business

- None

New business

- Staff Recommendation for Going Fines Free – Jeff Bergeron, Accounts Coordinator
- Appoint Executive Director Annual Evaluation Committee

Adjournment

DRAFT

**Lawrence Public Library
Board of Trustees
Regular Board Meeting
October 21, 2019
4:30 p.m.**

Board Members Present: Judy Keller (chair), Brady Flannery, Mayor Lisa Larsen, Ursula Minor, Sarah Goodwin Thiel, David Vance. **Absent:** Joan Golden, Kevan Vick.

Library Staff Present: Brad Allen (Executive Director), Jim Barnes, Ransom Jabara, Heather Kearns, Kathleen Morgan, Erica Segraves, Sherri Turner, Molly Washatka.

Friends of the Library: Tom Hoffman

Guests: Shannon Polly (via Zoom), John Thornburg, Carrie Cornelius, Haskell University librarian.

Call to Order

Judy called the meeting to order at 4:32 p.m. and invited new attendees to introduce themselves.

Public Comment

There was no public comment.

Consent Agenda

Brad noted that today's consent agenda should list approval of the September statistics instead of July and August. Ursula moved to approve the consent agenda as corrected; David seconded. All in favor; motion carried. Judy rearranged the order of the agenda, placing the Friends report at the top of the agenda.

Friends Report.

Tom said that their shelves are full, and the Friends are ready for the fall sale this weekend. Sale signs are available to be picked up if any board members want to help advertise.

Director's Report

Brad referred board members to his written report. There were no questions.

Departmental Report

There were no questions or comments. Next month Jeff Bergeron will be here to make a presentation on going fine free.

Library Foundation Executive Director's Report

Kathleen said the merger is moving full steam ahead.

Ongoing Business

None

New Business

Community Visioning Event Proposal

Brad gave a brief introduction to the community visioning event proposal. He introduced Shannon Polly (via Zoom) of Shannon Polly & Associates who has given the library a proposal for facilitating the event pro bono. Shannon presented background on the proposal and then led the board and attendees through an exercise demonstrating how the community session would be conducted. Brad noted that he has put together a core committee who would help develop the library's session should the board accept the proposal. In addition to Brad and board member Sarah, the core committee would include community member Carrie Cornelius and staff members Jim Barnes, Ransom Jabara, Erica Segraves, Karen Allen, and Molly Washatka. As imagined, the public session would be by invitation and would include a larger group composed of other staff members, the board as a whole, Friends & Foundation representatives, and about 40-50 others with a stake. Details such as time frame, location and other logistics would be determined by the core committee. The board asked that the core committee bring their recommendations regarding logistics back to the library board in December or January. Sarah moved to accept Shannon's proposal to facilitate a community envisioning event for a community visioning even; David seconded. All in favor, motion carried.

Adjournment

There being no other business, Judy adjourned the meeting at 6:18 p.m.

The next regular Board meeting will be Monday, November 18 at 4:30 p.m. in Meeting Room A at the library.

Respectfully submitted,

Sherri Turner

LAWRENCE PUBLIC LIBRARY									
Regular Budget Report									
October 2019									
REVENUES		This Month	Year to Date	Annual Budget	83% of Year		Oct-18		YTD 2018
Tax Fund		\$ 200,638.47	\$ 4,460,752.51	\$ 4,457,000.00	100.08%		\$ 212,486.31		\$ 4,308,495.94
Overdues		\$ 11,145.74	\$ 124,336.32	\$ 150,000.00	82.89%		\$ 12,868.75		\$ 131,109.55
NEKLS		\$ 22,625.00	\$ 69,225.00	\$ 93,000.00	74.44%		\$ -		\$ 70,850.00
State Aid		\$ 224.00	\$ 27,818.52	\$ 25,000.00	111.27%		\$ -		\$ 27,595.64
Photo Copies		\$ 1,701.93	\$ 20,044.34	\$ 20,000.00	100.22%		\$ 1,840.73		\$ 17,427.79
Coffee Shop Rent		\$ 750.00	\$ 7,500.00	\$ 9,000.00	83.33%		\$ 750.00		\$ 7,500.00
Meeting Room Fees		\$ 375.00	\$ 6,675.00	\$ 5,000.00	133.50%		\$ 1,350.00		\$ 5,900.00
Interest		\$ 1,033.72	\$ 32,304.56	\$ 16,000.00	201.90%		\$ 4,562.52		\$ 20,785.62
Miscellaneous		\$ 49.70	\$ 5,052.20	\$ -			\$ -		\$ 615.23
Total Revenues		\$238,543.56	\$4,753,708.45	\$4,775,000.00	99.55%		\$233,858.31		\$4,590,279.77
EXPENSES									
Salaries & Wages		\$ 214,822.11	\$ 2,170,812.32	\$ 2,670,000.00	81.30%		\$ 209,116.33		\$ 2,066,656.44
Employee Benefits		\$ 26,670.44	\$ 267,728.04	\$ 330,000.00	81.13%		\$ 26,715.35		\$ 257,847.82
Payroll Taxes		\$ 36,838.91	\$ 371,165.46	\$ 465,000.00	79.82%		\$ 34,995.07		\$ 343,215.88
Utilities		\$ 6,700.16	\$ 74,501.13	\$ 96,000.00	77.61%		\$ 6,421.67		\$ 77,638.83
Building Supplies		\$ 2,265.97	\$ 14,789.18	\$ 20,000.00	73.95%		\$ 2,434.03		\$ 15,965.67
Building Repairs & Maintenance		\$ 11,841.75	\$ 50,834.75	\$ 55,000.00	92.43%		\$ 6,238.10		\$ 44,358.13
Library Supplies		\$ 83.63	\$ 13,222.26	\$ 25,000.00	52.89%		\$ 1,566.55		\$ 17,994.16
Books & Materials		\$ 56,724.00	\$ 520,456.62	\$ 670,000.00	77.68%		\$ 68,600.86		\$ 509,567.49
Processing Supplies		\$ 4,355.07	\$ 46,484.48	\$ 50,000.00	92.97%		\$ 5,599.17		\$ 45,019.72
Equipment		\$ -	\$ 9,819.90	\$ 10,000.00	98.20%		\$ -		\$ 18,732.50
Technology		\$ 11,250.62	\$ 223,570.56	\$ 245,000.00	91.25%		\$ 7,558.00		\$ 200,804.10
Insurance		\$ 1,208.00	\$ 12,551.00	\$ 17,000.00	73.83%		\$ -		\$ 13,240.00
Shipping		\$ 1,117.87	\$ 15,668.94	\$ 16,000.00	97.93%		\$ 1,150.70		\$ 13,661.27
Professional Development		\$ 4,197.48	\$ 23,986.81	\$ 30,000.00	79.96%		\$ 3,695.41		\$ 27,694.71
Book Van & Mileage		\$ 181.02	\$ 1,850.00	\$ 2,000.00	92.50%		\$ 197.01		\$ 1,550.57
Programs		\$ 1,303.35	\$ 15,358.26	\$ 20,000.00	76.79%		\$ 1,426.82		\$ 15,231.11
Professional Fees		\$ 4,041.12	\$ 45,637.91	\$ 20,000.00	228.19%		\$ 1,386.34		\$ 37,876.14
Advertising & Marketing		\$ 798.17	\$ 27,895.03	\$ 30,000.00	92.98%		\$ 2,097.93		\$ 17,515.32
Capital Improvements		\$ -	\$ -	\$ 4,000.00	0.00%		\$ -		\$ 15,593.60
Miscellaneous		\$ (200.99)	\$ 1,536.46	\$ -			\$ 304.52		\$ 2,172.28
Total Expenses		\$ 384,198.68	\$ 3,907,869.11	\$ 4,775,000.00	81.84%		\$ 379,503.86		\$ 3,742,335.74
CASH BALANCES									
	Checking	\$ 1,379,563.51							
	Capital Improvement	\$ 678,376.49							

Lawrence Public Library 2019 Outside Funding Report														
		1/1/2019	September	September	October	October	November	November	December	December				
		AMOUNT	Income	Spending	Income	Spending	Income	Spending	Income	Spending	Remaining			
FRIENDS														
	KPR-Advertising	\$ 2,590.91									\$ (0.00)			
	Summer Reading - ALL	\$ 4,525.83				\$ (208.61)					\$ 7,543.65			
	Aquarium	\$ 872.21		\$ 600.00							\$ 594.29			
	Kanopy 2020		\$ 20,000.00								\$ 20,000.00			
	Volunteers	\$ 346.62									\$ 705.63			
	Read Across Lawrence 2019	\$ (12,190.60)		\$ 183.77							\$ 1,772.78			
	Salaries/Taxes - Hyde	\$ (11.62)		\$ 4,054.19		\$ 4,054.18					\$ (15,562.69)			
	Block Grant	\$ 93,780.52	\$ (20,000.00)	\$ 5.44							\$ 34,400.96			
		\$ 89,913.87	\$ -	\$ 4,843.40	\$ -	\$ 3,845.57	\$ -	\$ -	\$ -	\$ -	\$ 49,454.62			
FOUNDATION														
	Kansas Health Foundation	\$ 2,134.96		\$ 25.00		\$ 25.00					\$ 1,785.71			
	Salaries/Taxes - Isaman	\$ -		\$ 3,023.58	\$ 9,070.69	\$ 3,023.57					\$ (3,023.57)			
	Foundation Expenses to be reimbursed	\$ -		\$ 394.96	\$ 2,210.66	\$ 894.97					\$ (894.97)			
	Mary Winter for BCIAB	\$ 4,873.53		\$ 999.36		\$ 145.92					\$ 86.83			
	Salkind for E-books	\$ 2.11		\$ 1,248.11		\$ 1,262.89					\$ 28.06			
	Patsy Cotte for YS			\$ 1,090.10	\$ 2,630.00	\$ (425.00)					\$ 1,107.93			
	Harry Potter	\$ 490.91									\$ 490.91			
	Weinberg/Jedel YS/YA	\$ 8,550.25		\$ 83.25		\$ 265.00					\$ 17,642.91			
	Milliken Fund	\$ 2,300.21		\$ 1,422.41							\$ 2,920.32			
	Sound & Vision	\$ -		\$ 210.13							\$ (0.00)			
	Peterson - Technology/Gage Tech	\$ 5,073.09									\$ -			
	Camin Memorial	\$ 242.79									\$ 242.79			
	Storytime @Home/Juanita Marsh	\$ 886.55									\$ 851.41			
	Harrison Music Storytellers	\$ -		\$ 439.61		\$ 142.00					\$ (853.59)			
	Dr. Bob	\$ -				\$ 130.15					\$ (130.15)			
	Seed Library	\$ 1,804.49				\$ 440.61					\$ 1,363.88			
	Crowe Fund	\$ 1,332.70		\$ 56.66							\$ 918.19			
	Local History/Coan	\$ 4,927.45									\$ 4,806.65			
	MIDCO	\$ 17,291.36		\$ 6,329.19							\$ 34,920.13			
	General Endowment	\$ 43,079.97									\$ 43,079.97			
	Simpson Grant	\$ 13,429.65									\$ 3,502.92			
	Youth Services	\$ 1,419.83									\$ 1,225.83			
		\$ 107,839.85	\$ -	\$ 15,322.36	\$ 13,911.35	\$ 5,905.11	\$ -	\$ -	\$ -	\$ -	\$ 110,072.16			
OTHER														
	Memorials/Honor with Books/Bauleke	\$ 1,722.07		\$ 11.07							\$ 2,067.69			
	ALA Teen Intern	\$ 80.37									\$ 80.37			
	ALA Strengthening Communities					\$ 533.01					\$ 0.00			
	Landsberg Bequest	\$ 1,272.10									\$ (86.00)			
	Lawrence Give Back	\$ 2,626.32									\$ 2,626.32			
	Wurfy	\$ 120.99									\$ 34.16			
	Bibliocommons	\$ 1,000.00									\$ -			
	Merchandise Sales	\$ 833.75	\$ (245.75)		\$ 362.00						\$ 652.45			
		\$ 7,655.60	\$ (245.75)	\$ 11.07	\$ 362.00	\$ 533.01	\$ -	\$ -	\$ -	\$ -	\$ 5,374.99			
		\$ 205,409.32												
	Month Total		\$ (245.75)	\$ 20,176.83	\$ 14,273.35	\$ 10,283.69	\$ -	\$ -	\$ -	\$ -	YTD Income	\$ 180,332.17		
											YTD Expense	\$ 220,839.72		
								YTD:	\$ 180,332.17	\$ 220,839.72				

Lawrence Public Library
Balance Sheet
As of October 31, 2019

	<u>Oct 31, 19</u>	<u>Oct 31, 18</u>	<u>\$ Change</u>	<u>% Change</u>
ASSETS				
Current Assets				
Checking/Savings				
MIP Operating Funds	810,725.86	1,301,525.20	-490,799.34	-37.7%
Checking	568,837.65	200,441.88	368,395.77	183.8%
Capital Improvement at MIP	678,376.49	610,620.25	67,756.24	11.1%
Total Checking/Savings	<u>2,057,940.00</u>	<u>2,112,587.33</u>	<u>-54,647.33</u>	<u>-2.6%</u>
Total Current Assets	<u>2,057,940.00</u>	<u>2,112,587.33</u>	<u>-54,647.33</u>	<u>-2.6%</u>
Other Assets				
Petty Cash	<u>1,240.75</u>	<u>1,240.75</u>	<u>0.00</u>	<u>0.0%</u>
Total Other Assets	<u>1,240.75</u>	<u>1,240.75</u>	<u>0.00</u>	<u>0.0%</u>
TOTAL ASSETS	<u>2,059,180.75</u>	<u>2,113,828.08</u>	<u>-54,647.33</u>	<u>-2.6%</u>
LIABILITIES & EQUITY				
Liabilities				
Current Liabilities				
Accounts Payable				
Accounts Payable	<u>30,579.19</u>	<u>60,779.46</u>	<u>-30,200.27</u>	<u>-49.7%</u>
Total Accounts Payable	<u>30,579.19</u>	<u>60,779.46</u>	<u>-30,200.27</u>	<u>-49.7%</u>
Other Current Liabilities				
Payroll Liabilities	<u>2,546.89</u>	<u>92,205.79</u>	<u>-89,658.90</u>	<u>-97.2%</u>
Total Other Current Liabilities	<u>2,546.89</u>	<u>92,205.79</u>	<u>-89,658.90</u>	<u>-97.2%</u>
Total Current Liabilities	<u>33,126.08</u>	<u>152,985.25</u>	<u>-119,859.17</u>	<u>-78.4%</u>
Total Liabilities	<u>33,126.08</u>	<u>152,985.25</u>	<u>-119,859.17</u>	<u>-78.4%</u>
Equity				
Opening Bal Equity	300,635.22	300,635.22	0.00	0.0%
Retained Earnings	920,087.66	745,817.14	174,270.52	23.4%
Net Income	<u>805,331.79</u>	<u>914,390.47</u>	<u>-109,058.68</u>	<u>-11.9%</u>
Total Equity	<u>2,026,054.67</u>	<u>1,960,842.83</u>	<u>65,211.84</u>	<u>3.3%</u>
TOTAL LIABILITIES & EQUITY	<u>2,059,180.75</u>	<u>2,113,828.08</u>	<u>-54,647.33</u>	<u>-2.6%</u>

**Lawrence Public Library
Revenues & Expenses
October 2019**

	<u>Oct 19</u>
Ordinary Income/Expense	
Income	
Coffee Shop Rent	750.00
Gifts-Other	13,911.35
Grants	22,849.00
Interest	1,033.72
Meeting Room Fees	375.00
Merchandise Sales	362.00
Overdues	11,145.74
Photo Copies	1,701.93
Repairs & Equipment	49.70
Tax Fund	200,638.47
Total Income	<u>252,816.91</u>
Gross Profit	252,816.91
Expense	
Payroll Expenses	241,492.55
Payroll Taxes	37,884.82
Utilities - Electric	6,700.16
Building Supplies	2,265.97
Building Repairs & Maintenance	11,841.75
Library & Office Supplies	83.63
Books & Materials	56,724.00
Processing Supplies	4,355.07
Technology	11,250.62
Insurance	1,208.00
Shipping	1,117.87
Professional Development	4,197.48
Bookvan & Mileage	181.02
Program Expense	1,303.35
Professional Fees	4,041.12
Advertising	798.17
Miscellaneous	-200.99
FOUNDATION FUNDING	5,453.11
FRIENDS FUNDING	3,784.67
Total Expense	<u>394,482.37</u>

Lawrence Public Library
Revenues & Expenses
October 2019

	Oct 19
Net Ordinary Income	<u>-141,665.46</u>
Net Income	<u><u>-141,665.46</u></u>

9:57 AM

11/15/19

Lawrence Public Library Vendor Balance Summary

As of November 15, 2019

	Nov 15, 19
Acco Brands	71.18
Advance Insurance Company	634.26
Air Filter Plus	461.22
Amazon	2,806.64
Arsenal	2,606.00
ASI	50.00
Baker & Taylor, Inc.	359.78
Benedictine College Library	20.00
Bibliotheca	1,825.00
Bob's Janitorial Service	200.00
Brodart Co.	281.35
Brook White	25.00
Center Point Large Print	101.28
Century Business Technologies	718.91
Danny Caine	50.00
Filmtools	2,453.77
Gale/Cengage Learning	284.79
GovConnection, Inc.	407.64
Ingram Library Services	20,200.68
Intuit	29.85
Jayhawk Trophy Co., Inc.	62.75
Jayhawk Tropical Fish	300.00
Johnson County Community College	23.00
Kanopy LLC	1,107.00
Kansas Public Radio	295.00
KU Public Management Center	900.00
Lindsey Yankey	50.00
Mercedes Lucero	50.00
Mid-Continent Public Library	5.99
Midwest Tape	15,109.91
NEKLS	1,090.90
Newport News Public Library	9.99
OCLC, Inc.	5,588.74
OverDrive	9,624.64
Pan Asian Publications Inc.	52.75
Petty Cash	285.64
Preferred Lawn Service	220.00
Princeton University	30.00
Pur-O-Zone, Inc.	777.94
Quill Corporation	440.46
Rabbi Zalman Tiechtel	100.00
Recorded Books	759.18
Schendel Services	99.75
Showcases	134.47
U.S. Bank - Mastercard	8,299.62
Unique Management Services	726.63
United Parcel Service	741.80
University of Kansas	95.00
Vanguard ID Systems	2,849.96
Westar	6,940.43
Withers	489.80
Worldpay Integrated Payments	209.62
TOTAL	91,058.32

10:19 AM
11/15/19

Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check		11/20/2019	Acco Brands	Checking	
Bill	2882306	11/12/2019		Library & Office Suppli...	-71.18
TOTAL					-71.18
Bill Pmt -Check		11/20/2019	Air Filter Plus	Checking	
Bill	378098	10/30/2019		Building Supplies	-461.22
TOTAL					-461.22
Bill Pmt -Check		11/20/2019	Arsenal	Checking	
Bill	63947	10/30/2019		Telephone Maintenance	-2,606.00
TOTAL					-2,606.00
Bill Pmt -Check		11/20/2019	Baker & Taylor, Inc.	Checking	
Bill	2034886033	10/30/2019		Dr. Bob Program	-18.16
Bill	2034886077	10/30/2019		Processing Supplies	-1.48
Bill	2034886076	10/30/2019		Books & Materials	-19.96
Bill	5015773347	10/30/2019		Books & Materials	-27.03
Bill	2034866045	10/30/2019		Books & Materials	-173.23
Bill	5015773348	10/30/2019		Processing Supplies	-0.05
Bill	2034866046	10/30/2019		Processing Supplies	-10.07
Bill	2034906124	11/14/2019		Dr. Bob Program	-90.80
Bill	2034906125	11/14/2019		Dr. Bob Program	-19.00
TOTAL					-359.78
Bill Pmt -Check		11/20/2019	Benedictine College Library	Checking	
Bill	ILL 195393...	11/14/2019		Overdues	-20.00
TOTAL					-20.00
Bill Pmt -Check		11/20/2019	Bibliotheca	Checking	
Bill	INV-US260...	10/30/2019		Professional Fees	-1,825.00
TOTAL					-1,825.00
Bill Pmt -Check		11/20/2019	Bob's Janitorial Service	Checking	
Bill	8481	11/12/2019		Building Repairs & Mai...	-200.00
TOTAL					-200.00
Bill Pmt -Check		11/20/2019	Brodart Co.	Checking	
Bill	543155	11/08/2019		Processing Supplies	-138.94
Bill	543650	11/12/2019		Processing Supplies	-142.41

10:19 AM
11/15/19

Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
TOTAL					-281.35
Bill Pmt -Check		11/20/2019	Center Point Large Print	Checking	
TOTAL					0.00
Bill Pmt -Check		11/20/2019	Century Business Technologies	Checking	
Bill	540959	11/08/2019		Copying	-457.76
Bill	541453	11/12/2019		Copying	-261.15
TOTAL					-718.91
Bill Pmt -Check		11/20/2019	Filmtools	Checking	
Bill	SI8231569	11/08/2019		Processing Supplies	-2,453.77
TOTAL					-2,453.77
Bill Pmt -Check		11/20/2019	Gale/Cengage Learning	Checking	
Bill	68794197	10/30/2019		Books & Materials	-23.09
Bill	68765535	10/30/2019		Books & Materials	-44.08
Bill	68750127	10/30/2019		Books & Materials	-23.79
Bill	68750588	10/30/2019		Books & Materials	-145.55
Bill	68850043	11/13/2019		Books & Materials	-48.28
TOTAL					-284.79
Bill Pmt -Check		11/20/2019	GovConnection, Inc.	Checking	
Bill	57230386	11/08/2019		Supplies	-407.64
TOTAL					-407.64
Bill Pmt -Check		11/20/2019	Ingram Library Services	Checking	
Bill	42448659	10/30/2019	Ingram Library Services	Accounts Payable	0.00
Bill	42407004	10/30/2019		Dr. Bob Program	-18.28
Bill	42371987	10/30/2019		GMARY	-122.28
Bill	42371988	10/30/2019		GMARY	-23.64
Bill	42552878	10/30/2019		Books & Materials	-4.55
Bill	42530286	10/30/2019		Books & Materials	-107.23
Bill	42530288	10/30/2019		Books & Materials	-436.86
Bill	42530284	10/30/2019		Books & Materials	-451.62
Bill	42515595	10/30/2019		Books & Materials	-1,195.57
Bill	42495458	10/30/2019		Books & Materials	-386.53
Bill	42509768	10/30/2019		Books & Materials	-146.23
Bill	42509767	10/30/2019		Books & Materials	-40.64
Bill	42478349	10/30/2019		Books & Materials	-1,038.58
Bill	42478348	10/30/2019		Books & Materials	-84.16
Bill	42478351	10/30/2019		Books & Materials	-97.07
Bill	42484336	10/30/2019		Books & Materials	-366.34
Bill	42440566	10/30/2019		Books & Materials	-1,601.96
Bill	42426788	10/30/2019		Books & Materials	-97.73
Bill	42426786	10/30/2019		Books & Materials	-125.51
Bill	42407005	10/30/2019		Books & Materials	-1,066.64

10:19 AM
11/15/19

Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill	42421448	10/30/2019		Books & Materials	-198.85
Bill	42391754	10/30/2019		Books & Materials	-371.85
Bill	42371985	10/30/2019		Books & Materials	-713.43
Bill	42354088	10/30/2019		Books & Materials	-834.58
Bill	42378671	10/30/2019		Books & Materials	-684.75
Bill	42340729	10/30/2019		Books & Materials	-282.44
Bill	42530287	10/30/2019		Processing Supplies	-10.01
Bill	42530289	10/30/2019		Processing Supplies	-38.85
Bill	42530285	10/30/2019		Processing Supplies	-33.30
Bill	42515596	10/30/2019		Processing Supplies	-166.71
Bill	42495459	10/30/2019		Processing Supplies	-25.55
Bill	42509769	10/30/2019		Processing Supplies	-20.67
Bill	42478350	10/30/2019		Processing Supplies	-94.07
Bill	42478352	10/30/2019		Processing Supplies	-1.05
Bill	42484337	10/30/2019		Processing Supplies	-55.11
Bill	42440567	10/30/2019		Processing Supplies	-117.33
Bill	42426789	10/30/2019		Processing Supplies	-11.46
Bill	42426787	10/30/2019		Processing Supplies	-15.58
Bill	42407006	10/30/2019		Processing Supplies	-137.63
Bill	42421449	10/30/2019		Processing Supplies	-29.82
Bill	42391755	10/30/2019		Processing Supplies	-28.18
Bill	42371986	10/30/2019		Processing Supplies	-50.06
Bill	42354089	10/30/2019		Processing Supplies	-76.05
Bill	42378672	10/30/2019		Processing Supplies	-61.18
Bill	42340730	10/30/2019		Processing Supplies	-20.29
Bill	42463898	11/08/2019		Books & Materials	-17.09
Bill	42463899	11/08/2019		Processing Supplies	-1.97
Bill	42650836	11/11/2019		Read Across Lawrence	-191.60
Bill	42565166	11/13/2019		GMARY	-198.00
Bill	42565167	11/13/2019		GMARY	-9.84
Bill	42680402	11/13/2019		Books & Materials	-651.44
Bill	42665906	11/13/2019		Books & Materials	-1,863.34
Bill	42650837	11/13/2019		Books & Materials	-196.83
Bill	42635527	11/13/2019		Books & Materials	-227.31
Bill	42616584	11/13/2019		Books & Materials	-309.15
Bill	42616590	11/13/2019		Books & Materials	-85.40
Bill	42616586	11/13/2019		Books & Materials	-91.76
Bill	42616588	11/13/2019		Books & Materials	-256.68
Bill	42586222	11/13/2019		Books & Materials	-1,125.53
Bill	42598836	11/13/2019		Books & Materials	-66.87
Bill	42586228	11/13/2019		Books & Materials	-33.58
Bill	42565164	11/13/2019		Books & Materials	-556.44
Bill	42589993	11/13/2019		Books & Materials	-523.05
Bill	42589995	11/13/2019		Books & Materials	-58.28
Bill	42548794	11/13/2019		Books & Materials	-1,545.79
Bill	42680403	11/13/2019		Processing Supplies	-92.84
Bill	42665907	11/13/2019		Processing Supplies	-156.94
Bill	42650838	11/13/2019		Processing Supplies	-20.83
Bill	42635528	11/13/2019		Processing Supplies	-13.60
Bill	42616585	11/13/2019		Processing Supplies	-18.00
Bill	42616591	11/13/2019		Processing Supplies	-1.50
Bill	42616587	11/13/2019		Processing Supplies	-13.46
Bill	42616589	11/13/2019		Processing Supplies	-38.23
Bill	42586223	11/13/2019		Processing Supplies	-114.38
Bill	42598837	11/13/2019		Processing Supplies	-4.39
Bill	42586229	11/13/2019		Processing Supplies	-0.30
Bill	42565165	11/13/2019		Processing Supplies	-38.68
Bill	42589994	11/13/2019		Processing Supplies	-64.93
Bill	42589996	11/13/2019		Processing Supplies	-8.18
Bill	42548795	11/13/2019		Processing Supplies	-114.25
TOTAL					-20,200.68

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill Pmt -Check		11/20/2019	Jayhawk Trophy Co., Inc.	Checking	
Bill	65374	11/08/2019		Miscellaneous	-37.00
Bill	66962	11/08/2019		Miscellaneous	-25.75
TOTAL					-62.75
Bill Pmt -Check		11/20/2019	Jayhawk Tropical Fish	Checking	
Bill	798374	11/08/2019		Aquarium Maintenance	-300.00
TOTAL					-300.00
Bill Pmt -Check		11/20/2019	Johnson County Community ...	Checking	
Bill	ILL 197361...	11/14/2019		Overdues	-23.00
TOTAL					-23.00
Bill Pmt -Check		11/20/2019	Kanopy LLC	Checking	
Bill	172599-PPU	11/13/2019		Books & Materials	-1,107.00
TOTAL					-1,107.00
Bill Pmt -Check		11/20/2019	Kansas Public Radio	Checking	
Bill	145098	11/11/2019		Advertising	-295.00
TOTAL					-295.00
Bill Pmt -Check		11/20/2019	KU Public Management Center	Checking	
Bill	267773E2	10/30/2019		Admin. Dept.	-900.00
TOTAL					-900.00
Bill Pmt -Check		11/20/2019	Midwest Tape	Checking	
Bill	98007522	10/16/2019		Books & Materials	-0.60
Bill	98111041	10/30/2019		Books & Materials	-91.87
Bill	98109883	10/30/2019		Books & Materials	-179.95
Bill	98111043	10/30/2019		Books & Materials	-149.93
Bill	98109882	10/30/2019		Books & Materials	-518.74
Bill	98107234	10/30/2019		Books & Materials	-282.60
Bill	98101260	10/30/2019		Books & Materials	-168.69
Bill	98098609	10/30/2019		Books & Materials	-59.97
Bill	98098607	10/30/2019		Books & Materials	-36.71
Bill	98101228	10/30/2019		Books & Materials	-20.98
Bill	98068460	10/30/2019		Books & Materials	-197.38
Bill	98047307	10/30/2019		Books & Materials	-66.72
Bill	98046029	10/30/2019		Books & Materials	-334.92
Bill	98140792	10/30/2019		Processing Supplies	-442.80
Bill	98046028	10/30/2019		Books & Materials	-790.08
Bill	98068462	10/30/2019		Books & Materials	-59.98
Bill	98073039	10/30/2019		Books & Materials	-18.73

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill	98073351	10/30/2019		Books & Materials	-61.48
Bill	98075980	10/30/2019		Books & Materials	-67.47
Bill	98078651	10/30/2019		Books & Materials	-464.88
Bill	98077269	10/30/2019		Books & Materials	-718.64
Bill	98155980	11/13/2019		Books & Materials	-284.91
Bill	98143957	11/13/2019		Books & Materials	-66.69
Bill	98143959	11/13/2019		Books & Materials	-23.99
Bill	98143774	11/13/2019		Books & Materials	-468.49
				Books & Materials	-161.98
Bill	98139709	11/13/2019		Books & Materials	-106.44
Bill	98143775	11/13/2019		Books & Materials	-321.91
Bill	98148221	11/13/2019		Books & Materials	-8,649.25
Bill	98136852	11/13/2019		Books & Materials	-34.47
Bill	98136854	11/13/2019		Books & Materials	-258.66
TOTAL					-15,109.91
Bill Pmt -Check		11/20/2019	NEKLS	Checking	
Bill	11-8-19	11/14/2019		Software & Licenses	-1,090.90
TOTAL					-1,090.90
Bill Pmt -Check		11/20/2019	Newport News Public Library	Checking	
Bill	ILL 197510...	11/14/2019		Overdues	-9.99
TOTAL					-9.99
Bill Pmt -Check		11/20/2019	OCLC, Inc.	Checking	
Bill	689596	11/08/2019		Collections	-5,588.74
TOTAL					-5,588.74
Bill Pmt -Check		11/20/2019	OverDrive	Checking	
Bill	06809CO1...	10/30/2019		Books & Materials	-570.75
Bill	06809CO1...	10/30/2019		Books & Materials	-1,424.31
Bill	06809DA1...	10/30/2019		Books & Materials	-504.95
Bill	06809CO1...	10/30/2019		Books & Materials	-575.37
Bill	06809CO1...	10/30/2019		Books & Materials	-1,287.36
Bill	06809DA1...	10/30/2019		Salkind Gift	-9.99
Bill	06809CO1...	10/30/2019		Books & Materials	-728.93
Bill	06809DA1...	11/13/2019		Books & Materials	-1,021.33
Bill	06809DA1...	11/13/2019		Books & Materials	-41.99
Bill	06809CO1...	11/13/2019		Books & Materials	-1,008.40
Bill	06809DA1...	11/13/2019		Books & Materials	-616.96
Bill	06809CO1...	11/13/2019		Books & Materials	-1,039.91
Bill	06809CO1...	11/13/2019		Books & Materials	-405.45
Bill	06809CO1...	11/13/2019		Books & Materials	-157.95
Bill	06809DA1...	11/13/2019		Books & Materials	-230.99
TOTAL					-9,624.64
Bill Pmt -Check		11/20/2019	Pan Asian Publications Inc.	Checking	

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill	U-16230	10/30/2019		Books & Materials	-52.75
TOTAL					-52.75
Bill Pmt -Check		11/20/2019	Preferred Lawn Service	Checking	
Bill	37223	11/11/2019		Building Repairs & Mai...	-110.00
TOTAL					-110.00
Bill Pmt -Check		11/20/2019	Pur-O-Zone, Inc.	Checking	
Bill	791225	10/30/2019		Building Supplies	-403.98
TOTAL					-403.98
Bill Pmt -Check		11/20/2019	Quill Corporation	Checking	
Bill	2075962	10/30/2019		Processing Supplies	-29.99
Bill	2059586	10/30/2019		Library & Office Suppli...	-15.59
				Processing Supplies	-307.92
Bill	2360260	11/12/2019		Library & Office Suppli...	-86.96
TOTAL					-440.46
Bill Pmt -Check		11/20/2019	Recorded Books	Checking	
Bill	76529844	10/30/2019		Books & Materials	-37.80
Bill	76543035	10/30/2019		Books & Materials	-74.25
Bill	76551553	10/30/2019		Books & Materials	-74.25
Bill	76550255	10/30/2019		Books & Materials	-40.05
Bill	76543300	10/30/2019		Books & Materials	-28.05
Bill	76544228	10/30/2019		Books & Materials	-127.35
Bill	76531007	10/30/2019		Books & Materials	-34.99
Bill	76562469	11/13/2019		Books & Materials	-29.99
Bill	76566748	11/13/2019		Books & Materials	-61.65
Bill	76567078	11/13/2019		Books & Materials	-74.25
Bill	76566936	11/13/2019		Books & Materials	-74.25
Bill	76566137	11/13/2019		Books & Materials	-28.05
Bill	76568820	11/13/2019		Books & Materials	-74.25
TOTAL					-759.18
Bill Pmt -Check		11/20/2019	Showcases	Checking	
Bill	314477	11/08/2019		Processing Supplies	-1.90
Bill	314476	11/08/2019		Processing Supplies	-124.97
Bill	314614	11/12/2019		Processing Supplies	-7.60
TOTAL					-134.47
Bill Pmt -Check		11/20/2019	U.S. Bank - Mastercard	Checking	
Bill		11/08/2019		Youth Services Dept.	-1,334.00
				Bookvan & Mileage	-105.18
				Adult Programming	-252.36
				Children's Programming	-77.03

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
				Children's Programming	-105.48
				Children's Programming	-13.34
				Children's Programming	-46.15
				Children's Programming	-41.33
				Children's Programming	-192.39
				Children's Programming	-16.95
				Children's Programming	-107.66
				Young Adult Program...	-26.50
				Young Adult Program...	-90.50
				Young Adult Program...	-24.83
				Young Adult Program...	-9.00
				Young Adult Program...	-27.81
				Young Adult Program...	-3.25
				Professional Fees	-665.10
				Shipping	-137.79
				Library & Office Suppli...	-236.51
				Miscellaneous	-57.44
				Membership & Dues	-100.00
				Miscellaneous	-50.00
				Advertising	-271.55
				Building Supplies	-41.00
				Building Repairs & Mai...	-79.80
				Telephone	-246.39
				Supplies	-381.05
				Software & Licenses	-378.48
				FOUNDATION FUNDI...	-39.48
				FOUNDATION FUNDI...	-43.08
				FOUNDATION FUNDI...	-84.69
				FOUNDATION FUNDI...	-21.49
				FOUNDATION FUNDI...	-83.25
				FOUNDATION FUNDI...	-17.50
				Steiner Storytelling W...	-311.94
				FOUNDATION FUNDI...	-441.16
				Block Grant	-1,964.00
				Periodicals	-49.75
				Periodicals	-19.95
				Books & Materials	-45.98
				Books & Materials	-9.00
				Books & Materials	-24.48
				Books & Materials	-25.00
TOTAL					-8,299.62
Bill Pmt -Check		11/20/2019	Unique Management Services	Checking	
Bill	561144	11/11/2019		Professional Fees	-135.93
Bill	561143	11/11/2019		Professional Fees	-590.70
TOTAL					-726.63
Bill Pmt -Check		11/20/2019	University of Kansas	Checking	
Bill	ILL 197679...	11/14/2019		Overdues	-95.00
TOTAL					-95.00
Bill Pmt -Check		11/20/2019	Vanguard ID Systems	Checking	
Bill	I501051	11/08/2019		Library & Office Suppli...	-2,849.96

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
TOTAL					-2,849.96
Bill Pmt -Check		11/20/2019	Withers	Checking	
Bill	207543	10/30/2019		Building Supplies	-299.05
Bill	208147	11/08/2019		Building Supplies	-190.75
TOTAL					-489.80
Bill Pmt -Check		11/20/2019	Center Point Large Print	Checking	
Bill	1739112	11/13/2019		Books & Materials	-75.96
Bill	1733285	11/13/2019		Books & Materials	-25.32
TOTAL					-101.28
Bill Pmt -Check		11/21/2019	Mid-Continent Public Library	Checking	
Bill	ILL 195922...	07/10/2019		Overdues	-5.99
TOTAL					-5.99
Bill Pmt -Check		11/21/2019	Preferred Lawn Service	Checking	
Bill	37293	11/15/2019		Building Repairs & Mai...	-110.00
TOTAL					-110.00
Bill Pmt -Check		11/21/2019	Pur-O-Zone, Inc.	Checking	
Bill	792374	11/15/2019		Building Supplies	-245.72
Bill	792563	11/15/2019		Building Supplies	-128.24
TOTAL					-373.96
Bill Pmt -Check		11/21/2019	Schendel Services	Checking	
Bill	30286602	11/15/2019		Building Repairs & Mai...	-99.75
TOTAL					-99.75
Bill Pmt -Check	Electronic	11/18/2019	Advance Insurance Company	Checking	
Bill	December	11/12/2019		Group Life Insurance	-634.26
TOTAL					-634.26
Bill Pmt -Check	Electronic	11/18/2019	ASI	Checking	
Bill	October 20...	11/05/2019		Professional Fees	-50.00
TOTAL					-50.00
Bill Pmt -Check	Electronic	11/18/2019	Intuit	Checking	

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill	Sept Bill Pay	11/08/2019		Professional Fees	-29.85
TOTAL					-29.85
Bill Pmt -Check	Electronic	11/18/2019	United Parcel Service	Checking	
Bill	1449	11/08/2019		Shipping	-741.80
TOTAL					-741.80
Bill Pmt -Check	Electronic	11/18/2019	Westar	Checking	
Bill		11/08/2019		Utilities - Electric	-6,940.43
TOTAL					-6,940.43
Bill Pmt -Check	Electronic	11/18/2019	Worldpay Integrated Payments	Checking	
Bill	October 20...	11/08/2019		Credit Card Processing	-209.62
TOTAL					-209.62
Bill Pmt -Check	28600	11/18/2019	Amazon	Checking	
TOTAL					0.00
Bill Pmt -Check	28601	11/18/2019	Danny Caine	Checking	
Bill	Writing Pro...	10/30/2019		Children's Programming	-50.00
TOTAL					-50.00
Bill Pmt -Check	28602	11/18/2019	Lindsey Yankey	Checking	
Bill	10-28-19	10/30/2019		Children's Programming	-50.00
TOTAL					-50.00
Bill Pmt -Check	28603	11/18/2019	Mercedes Lucero	Checking	
Bill	12-4-19	10/30/2019		Children's Programming	-50.00
TOTAL					-50.00
Bill Pmt -Check	28604	11/18/2019	Petty Cash	Checking	
Bill	July-Nove...	11/12/2019		Adult Programming	-117.95
				Miscellaneous	-5.00
				Bookvan & Mileage	-1.50
				Shipping	-5.26
				Travel By Department	-34.20
				Adult Services	-56.39
				Summer Reading - ALL	-22.38
				KLA	-42.96

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
TOTAL					-285.64
Bill Pmt -Check	28605	11/18/2019	Rabbi Zalman Tiechtel	Checking	
Bill	12-17-19	11/08/2019		Children's Programming	-100.00
TOTAL					-100.00
Bill Pmt -Check	28606	11/18/2019	Princeton University	Checking	
Bill	1040979	11/12/2019		Overdues	-30.00
TOTAL					-30.00
Bill Pmt -Check	28607	11/18/2019	Amazon	Checking	
Bill	8177844	10/30/2019		Children's Programming	-61.73
Bill	0664207	10/30/2019		Children's Programming	-18.00
				Young Adult Program...	-46.51
Bill	2066616	10/30/2019		Books & Materials	-32.40
Bill	9973868	10/30/2019		Books & Materials	-10.76
				Books & Materials	-12.99
				Books & Materials	-154.61
Bill	4122604	10/30/2019		Children's Programming	-29.99
Bill	2609024	10/30/2019		Books & Materials	-26.55
				Books & Materials	-15.19
Bill	8220265	10/30/2019		Books & Materials	-24.99
				Books & Materials	-64.94
				Books & Materials	-20.45
				Books & Materials	-63.72
				Books & Materials	-23.46
Bill	8785867	10/30/2019		Books & Materials	-22.53
				Books & Materials	-12.88
Bill	4741015	10/30/2019		Books & Materials	-107.61
Bill	7417027	10/30/2019		Books & Materials	-109.93
Bill	8453061	10/30/2019		Books & Materials	-119.98
Bill	1026642	10/30/2019		Books & Materials	-8.94
Bill	8459419	10/30/2019		Books & Materials	-12.13
Bill	7417027	10/30/2019		Books & Materials	-59.99
Bill	7417027	10/30/2019		Books & Materials	-59.99
Bill	5469063	10/30/2019		Books & Materials	-19.72
Bill	9609830	10/30/2019		Books & Materials	-93.32
Bill	5466621	10/30/2019		Books & Materials	-39.99
Bill	5747418	10/30/2019		Books & Materials	-9.95
Bill	1656211	10/30/2019		Books & Materials	-16.17
Bill	9698642	11/13/2019		Books & Materials	-45.11
Bill	0597810	11/13/2019		Books & Materials	-161.91
				Books & Materials	-63.76
				Books & Materials	-159.93
Bill	8317014	11/13/2019		Books & Materials	-26.72
Bill	1147432	11/13/2019		Books & Materials	-6.98
Bill	9698642	11/13/2019		Books & Materials	-111.55
				Books & Materials	-148.97
				Books & Materials	-66.02
Bill	2062629	11/13/2019		Books & Materials	-13.39
Bill	8967450	11/13/2019		Books & Materials	-33.98
Bill	8453061	11/13/2019		Books & Materials	-59.99
Bill	7125061	11/13/2019		Books & Materials	-33.88
Bill	2804269	11/13/2019		Books & Materials	-28.88
Bill	1215402	11/13/2019		Books & Materials	-10.48

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Lawrence Public Library
Check Detail
November 2019

Type	Num	Date	Name	Account	Paid Amount
Bill	2804269	11/13/2019		Books & Materials	-25.64
				Books & Materials	-14.33
Bill	8959423	11/13/2019		Books & Materials	-21.00
Bill	7951440	11/13/2019		Books & Materials	-19.99
				Books & Materials	-12.92
				Books & Materials	-8.87
				Books & Materials	-34.50
				Books & Materials	-81.65
Bill	7125061	11/13/2019		Books & Materials	-20.00
Bill	7951440	11/13/2019		Books & Materials	-28.99
Bill	0807466	11/13/2019		Books & Materials	-10.99
Bill	9449863	11/13/2019		Books & Materials	-151.46
Bill	7122662	11/13/2019		Books & Materials	-59.99
Bill	4169803	11/13/2019		Books & Materials	-29.39
Bill	2066616	11/13/2019		Books & Materials	-15.95
TOTAL					-2,806.64
Bill Pmt -Check	28608	11/18/2019	Brook White	Checking	
Bill	11-13-19	11/15/2019		KHF Grant Expenses	-25.00
TOTAL					-25.00

Lawrence Public Library

Monthly Statistical Summary--October 2019

INDICATOR	October		Percent	YTD	YTD	Percent
	2019	2018	Change	2019	2018	Change
			2018-2019			2018-2019
SUMMARY RATIOS						
Service Area Population	100,736	99,496	1%			
User Visits per Capita	6.21	6.45	-4%			
Reference Transactions per Capita	1.23	1.36	-10%			
Program Attendance per Capita	0.54	0.53	2%			
Circulation per Capita	11.81	12.43	-5%			
Circulation per Visit	1.90	1.93	-1%			
Total Holdings per Capita	2.03	2.05	-1%			
% of Lawrence Residents Registered	45%	57%	-21%			
Circulation--Adult Total	68,222	70,172	-3%	709,631	709,679	0%
Circulation--Young Adult Total	3,522	3,927	-10%	40,148	38,458	4%
Circulation--Youth Total	27,371	29,002	-6%	297,597	297,875	0%
Circulation--Bookmobile	1,463	1,134	29%	12,699	10,163	25%
Circulation--Book Lockers	627	901	-30%	9,973	9,626	4%
Circulation--Audiovisual Total	38,514	41,166	-6%	403,095	403,382	0%
Circulation--Total	99,115	103,101	-4%	1,047,376	1,046,012	0%
Reference Transactions	10,292	11,317	-9%	112,233	128,081	-12%
User Visits	52,162	53,487	-2%	548,262	557,863	-2%
LPL Web Site Visits	20,149	18,055	12%	197,162	191,008	3%
Holdings--Added	3,491	3,721	-6%	30,845	31,922	-3%
Holdings--Withdrawn	3,961	4,020	-1%	35,946	32,981	9%
Holdings--Total	204,202	203,604	0%			
Cardholders--Added	548	641	-15%			
Active Cardholders--Total	55,086	69,030	-20%			
Adult Programs	34	21	62%	233	300	-22%
Young Adult Programs	22	23	-4%	169	153	10%
Youth Programs	88	74	19%	721	649	11%
Total Programs	144	118	22%	1,123	1,102	2%
Total Program Attendance	4,519	4,356	4%	47,193	50,923	-7%
Public Uses of Meeting Rooms	1,331	894	49%	9,647	9,245	4%
Total Paid Staff (FTE)	66.73	66.29	1%			
Total Number of Employees	87	85	2%			

Lawrence Public Library

Monthly Statistical Report--October 2019

	October		Percent		YTD	YTD	Percent
	2019	2018	Change		2019	2018	Change
			2018-2019				2018-2019
OUTPUT MEASURES							
Service Area Population	100,736	99,496	1%				
User Visits per Capita	6.21	6.45	-4%				
Reference Transactions per Capita	1.23	1.36	-10%				
Program Attendance per Capita	0.54	0.53	2%				
Circulation per Capita	11.81	12.43	-5%				
Total Holdings per Capita	2.03	2.05	-1%				
Collection Turnover--Total	5.90	6.16	-4%				
Collection Turnover--Adult	6.46	6.63	-3%				
Collection Turnover--Young Adult	3.42	3.99	-14%				
Collection Turnover--Youth	5.27	5.61	-6%				
Collection Turnover--Audiovisual	11.18	11.49	-3%				
CIRCULATION OF LIBRARY MATERIALS							
Circulation--Adult Books and NF Videos	32801	32458	1%		340765	337928	1%
Circulation--Adult Periodicals	1152	1114	3%		10287	9941	3%
Circulation--Adult Feature Films & TV Shows	21247	23624	-10%		227586	236071	-4%
Circulation--Electronic Games	1357	1665	-18%		16100	17414	-8%
Circulation--Adult Music CDs	3939	4685	-16%		40262	46788	-14%
Circulation--Adult Audio Books	7611	6523	17%		73487	60820	21%
Circulation--eReaders	0	7	-100%		7	80	-91%
Circulation--Other New	115	96	20%		1137	637	78%
Circulation--Adult Total	68222	70172	-3%		709631	709679	0%
Circulation--YA Books and NF Videos	2910	3450	-16%		34427	34441	0%
Circulation--YA Periodicals	11	1	1000%		62	79	-22%
Circulation--YA Audio Books	601	476	26%		5659	3938	44%
Circulation--YA Total	3522	3927	-10%		40148	38458	4%
Circulation--Youth Books and NF Videos	25385	26694	-5%		274952	275502	0%
Circulation--Youth Periodicals	78	91	-14%		895	1200	-25%
Circulation--Youth Music CDs	301	440	-32%		4509	4374	3%
Circulation--Youth Audio Books	1607	1777	-10%		17241	16799	3%
Circulation--Youth Total	27371	29002	-6%		297597	297875	0%

Lawrence Public Library	October		Percent		YTD	YTD
Monthly Statistical Report	2019	2018	Change		2019	2018
			2018-2019			2018-2019
Circulation--Bookmobile	1463	1134	29%		12699	10163
Circulation--Book Lockers	627	901	-30%		9973	9626
Circulation--Total Books	61096	61944	-1%		650144	681328
Circulation--Total Periodicals	1241	1206	3%		11244	11220
Circulation--Total Audiovisual	38514	41166	-6%		403095	403382
Circulation Total	99115	103101	-4%		1047376	1046012
Staff Assisted Circulation	4246	4585	-7%		43196	40414
Self Check Circulation	64525	71206	-9%		712648	750591
Percent Self Check	94%	94%	0%		94%	95%
Online Renewals	15936	15931	0%		154184	154187
Other Staff Checkouts	143	148	-3%		1310	1225
Requests Placed	19286	19532	-1%		204162	200361
Requests Filled	18618	18272	2%		186689	181820
Requests Unclaimed	2875	2774	4%		27205	26641
Interlibrary Loan Items Borrowed for LPL Patrons	431	422	2%		4246	4608
Interlibrary Loan Items Loaned from LPL Collection	602	650	-7%		5837	5635
OTHER LIBRARY SERVICES						
User Visits	52162	53487	-2%		548262	557863
Public Computer Usage	6898	7566	-9%		74366	82999

Lawrence Public Library	October		Percent		YTD	YTD
Monthly Statistical Report	2019	2018	Change		2019	2018
			2018-2019			2018-2019
Adult Reference Transactions	1546	1417	9%		13975	14891
Young Adult Reference Transactions	877	1095	-20%		9747	10245
Youth Reference Transactions	979	1130	-13%		13572	14407
IT Desk	1108	963	15%		12773	14214
Welcome Desk	1119	1845	-39%		12131	20416
Phone Calls	1703	1575	8%		18815	16379
Accounts Desk	2960	3292	-10%		31220	32528
Total Reference Transactions	10292	11317	-9%		112233	123080
Public-Sponsored Uses of Meeting Rooms	1331	894	49%		9647	9245
LPL Web Site Visits	20149	18055	12%		197162	191008
Web Site Sessions	46699				483333	
RESOURCES						
Holdings--Total	204202	203604	0%			
Holdings--Adult	128551	128857	0%			
Holdings--Young Adult	12410	11844	5%			
Holdings--Youth	63241	62903	1%			
Holdings--Audiovisual	41335	43005	-4%			
Holdings--eReaders	1	9	-89%			
Holdings Added	3491	3721	-6%		30845	31922
Holdings Withdrawn	3961	4020	-1%		35946	32981
Holdings Net Change	221	596	-63%		56	5345
LIBRARY PATRONS						
Total Active Cardholders	55086	69030	-20%			
Cardholders Added	548	641	-15%		6443	6792
Cardholders Transacting	14374	14146	2%		147577	141371
Percent of Cardholders Transacting	26%	20%	27%			
Total Number of Lawrence Residents Registered	45128	56407	-20%			
Percent of Lawrence Residents Registered	45%	57%	-21%			

Lawrence Public Library	October		Percent		YTD	YTD
Monthly Statistical Report	2019	2018	Change		2019	2018
			2019-2018			2019-2018
PROGRAMMING						
Number of Adult Programs	34	21	62%		233	300
Number of Young Adult Programs	22	23	-4%		169	153
Number of Youth Programs	88	74	19%		721	649
Total Programs	144	118	22%		1123	1102
Adult Program Attendance	1035	720	44%		8934	11327
Young Adult Program Attendance	507	690	-27%		4797	6125
Youth Program Attendance	2977	2946	1%		33462	33471
Total Program Attendance	4519	4356	4%		47193	50923
STAFFING						
Total Paid Staff, in Full-Time Equivalents	66.73	66.29	1%			
ALA-MLS Librarians, in Full-Time Equivalents	17.55	17.37	1%			
Number of Employees--Total	87	85	2%			
Number of Employees--Full-Time	46	46	0%			
Number of Employees--Part-Time	41	39	5%			
Terminations	2	0	#DIV/0!		21	12
Hirings	0	0	N/A		22	17
Volunteer Hours	593.7	817.8	-27%		7596.7	7953.8

Select Online Statistics
October 2019

Kanopy

Total Users - 853
Visits - 4189
Pages - 4944
Plays - 856

lynda.com

Active Users - 2577
New Users - 51
Users Who Logged In - 156
Total Log Ins - 474
Total Views - 3395
Hours Viewed - 227.38
Hours Viewed per User Who Logged In - 1.46
Hours Viewed per Log In - .48

Library Director's Report for November 2019

City Commissioner Meetings

Kathleen Morgan and I met with five of the six candidates for City Commission in late October. We had candid, wide ranging discussions of their visions for the City and how the library fits into that vision. We were able to provide a good understanding of the working relationship between the City and the Library.

Lawrence Community Shelter Conference Call

On November 7, I joined our Information Services Coordinator Melissa Fisher Isaacs and Information Services Assistant Kate Gramlich on a conference call with Renee Kuhl, the new CEO of the Lawrence Community Shelter. She gathered several organizations and a few people with lived experience to discuss the future success of the shelter. The library serves people experiencing homelessness, and we are invested in working in partnership with local non-profits, the City and the County to do our part in providing resources towards moving the needle on this.

Diversity Training

I was fortunate to be invited by Lawrence Public Schools to attend a diversity and inclusion training conducted by Nicole Price on November 14. The training was focused primarily on how leaders can affect positive change in their organizations by understanding our unconscious biases and pushing for more inclusive work environments. I also had a chance to speak with Nicole after the training to discuss our efforts to be a more inclusive workplace. She had some great ideas.

Respectfully submitted by Brad Allen, November 15, 2019

Monthly Departmental Reports

November 2019

New Staff

- Marketing is very excited to announce that Molly Washatka from Info Services will be our new Marketing Assistant starting November 12.
- Information Services has a new team member! Ruby MacKinnon-Love accepted the offer of the part time assistant position left open by Molly's move to Marketing. Ruby's first day with us will be December 2nd.
- Facilities has hired Andrew Copeland as our newest Custodian and hopes to hire two more in the near future.
- Materials Handling hired two new substitutes to help cover our sorter, remote returns, and book lockers when regular staff is ill or on vacation. Please welcome Andrew Magleby and Adrian Brothers!

New Partnerships

- The library is partnering with Bert Nash and Douglas County to connect community members in need of social services to appropriate resources through the new peer support fellow program. The three peer support fellows who are embedded at the library--Derek Mecca, Isabelle Bauguess, and Theresa Bird--are completing their orientation at the library and will be beginning their regular schedule the week of November 10th. Each peer fellow will be on duty at the library 15 hours per week. The peers' home base within the library is the Information Services department.

New Programs/Series

- Starting in January, Reader's Services will offer three additional book clubs, Short Story Book Club, led by Ian Stepp, Paint the Town Read, led by Kaitlin Stanley, and Queer Book Club, led by Kimberly Lopez.
- Linda Clay led a Grandparent Bootcamp storytime workshop as part of the retirement

bootcamp series. Linda shared some of her favorite books to read as well as crafts and cut and tell stories.

Continuing Education/Professional Organization Participation

- Polli Kenn traveled to California to participate in the LibraryReads biannual board meeting, and to present in a day-long Readers' Advisory Unconference to area librarians.
- Kansas Library Association Annual Conference
 - Several staff attended the annual conference in Overland Park: William Ottens, Karen Allen, Linda Clay, Centi Clogston, Jenny Cook, Lauren Taylor, Margo Moore, Marilyn Kearney, Ruth Hite, Sarah Mathews, Jake Cockerill
 - Centi Clogston and Lauren Taylor won first place for their poster presentation on the change of spine labels for the fairytale collection at the KLA Conference.
 - Karen brought in Melanie Borski-Howard (recommended by Erica Segraves) for the annual Weave A Tale Storytelling Workshop as a free pre-conference for KLA. Melanie presented about music storytime as well as filming storytime and copyright issues.
 - William chaired the KLA Publicity Committee, helping plan and promote the conference, and led the Social Media User Group.
- Centi Clogston accompanied Anna Foote from NEKLS to a Transforming Teen Services (T3) train the trainer workshop. Centi and Anna will be leading a training session for YS staff at LPL on 11/18 at 5:00PM.
- Centi also attended the YALSA Symposium in Memphis, TN in conjunction with the T3 Workshop.
- Several members of the Info Services team attended a SNAP enrollment training hosted by LiveWell Douglas County to learn more about how to direct patrons who are needing food assistance.

Task Force Reports/Task Force Requests

- The library's Outreach Task Force held its first meeting in October. This interdepartmental group will explore ways to be more strategic with the library's outreach efforts. The next meeting is scheduled for Monday, November 18.
- The outcomes evaluation task force has begun meeting to discuss what methods of

data collection would be most effective in helping us to evaluate our programs and services.

- The Department of the Month Task Force held its first meeting to discuss revamping the monthly meetings for the coming year.

Highlight of the Month

- Catalogers Emily McDonald and Kate Ray were asked by School Library Journal to write an article on some updates they have made to subject headings in the library's catalog, as well as the reclassification of the Dewey 200's. They have updated the term "illegal aliens" to "undocumented immigrants," a change that is in process with the Library of Congress, and led a project converting the Dewey 200's to an alternate arrangement that puts less emphasis on Christianity. Violet Fox, an official Dewey editor, has said these local updates are immensely helpful to the course of Dewey.
- Lauren Taylor, Children's Librarian, and her husband, Dylan, welcomed a brand new baby boy this month. Meet Rory Taylor!



Foundation Director's Report – November 14, 2019

- **Year End Fundraising.** We are making good progress on our year end fundraising campaign:
 - Approximately 90 letters were mailed out on October 25th to renewing and prospective New Chapter Society members. In addition, we have followed up via email with additional families who pay their memberships monthly through a recurring credit card donation to request that they continue their support for the library. To date, we have received six New Chapter Society renewals and one new member from the mailing.
 - The Friends & Foundation annual letter is at the printer and will be mailed before November 22nd. A donation form and envelope also were included in the winter edition of *The Reader*.
 - We will launch our online campaign in an effort to attract new donors. We are pleased to report that one of our long time donors has agreed to match these contributions with a gift to the endowment, up to \$10,000! This campaign is designed to emphasize that the Friends & Foundation support both the immediate and long-term needs of the library.
- **Merger Update.** The first of two public meetings were held on November 14th to allow interested people to ask questions about the newly merged organization. Stan Ring and Craig Penzler presented our plans for the new board, draft budget, donation levels, and kick-off activities. In addition, copies of the by-laws, policies and procedures were made available. There will be a second, identical meeting on Sunday November 17th at 1 pm. Our goal is to be as transparent as possible so that there is a high level of trust in the new organization. If there are no major concerns that are raised in these meetings, the Friends and Foundation will merge effective January 1, 2020.
- **Kansas Leadership Center (KLC) Conference.** I will attend the final phase of KLC's "Lead for Change" conference in Wichita from November 19-21. These intensive classes provide a deep dive into the KLC framework and are designed to help individuals mobilize others to navigate problems and change, regardless of their position in an organization. It has been a great experience for me and even includes five sessions with a job coach. I'm attending these sessions thanks to a Rotary grant.
- **After Hours at the Library 2020.** Planning already is underway for the February 29th After Hours at the Library fundraiser. This is the first time the event has been jointly hosted by the Friends & Foundation. We currently are seeking signature sponsors (\$5000) for the event. If you know of a person, business, or organization who might be interested, please let me know. A huge thank you goes to Margie Coggins, Jan Conard, Brandon Eisman, Logan Isaman, Mary Gage, Angela Hyde, Kassie Nieters, Julia Schnur-Laughlin, Dan Storey and Annette Wertzberger for serving on the committee.
- **Kansas Library Association Conference.** I attended the 2019 Kansas Library Association conference on October 23rd and 24th. On October 23rd, LPL hosted the ninth annual Weave A Tale workshop. This program was established in honor of Joyce Steiner, a longtime LPL children's librarian who died in 2009. Melanie Borski-Howard from the Boulder Public Library gave an energetic three-hour-long workshop to children's librarians from all over the state on storytime techniques. On October 24th, I gave a presentation on mini golf in public libraries with Rachel Malay of the Port Library in Beloit, KS. My presentation focused on using Caddy Stacks as a fundraiser, while Rachel presented on using mini golf as a promotional tool to attract people to the library.

Eliminating Late Fines at LPL

Recommendation

Careful examination of the impact of late fines has shown that:

1. Empirical and anecdotal accounts report that they do not reduce overdue return rates.
2. Fines provide only a negligible revenue stream for LPL while costing in staff time and patron good will.
3. Fines reduce access to library resources, disproportionately impacting lower income patrons in the Lawrence community.

In light of this information and after careful consideration, library administration recommends that the Lawrence Public Library Board of Trustees eliminate the billing and collection of late fines for all materials returned or renewed late.

Library staff will continue to block library cards and bill for lost and damaged materials on a reasonable and regular schedule. Following this change, we also recommend that all current late fees be waived from all patron accounts. All other charges relating to lost or damaged items will remain in place.

How have we done it up to this point?

LPL has charged library fees on the following schedule:

Material Type	Overdue Charge	Maximum Overdue Charge	Billed for Replacement
Chromebooks	\$1 per hour	\$50	50 hours overdue
All other materials	\$0.15 per day per item	\$4.50	30 days overdue

- Items returned with damage are billed for replacement at the time of return.
 - Library card accounts are blocked from access when the balance reaches \$10 or more.
 - Accounts with \$25 or more in lost or damaged charges are referred to collection 45 days after the fees are incurred. A non-refundable \$15 fee is assessed, and the account must be paid to \$0 before access is restored.
-

Should we consider it?

From LPL's Strategic Plan - Strategic Initiatives: Innovation¹

The Library will continually rethink traditional library services:

- Continuous environmental scanning of other libraries and customer needs.

In the library world, the debate over late fees has gone back and forth for decades. The literature is filled with opinion pieces on the issue, with some touting the necessity of the age old practice, and others lamenting the many issues it creates.² According to a 2017 Library Journal survey, 92% of respondents still rely in part on library fees for revenue.³ However, the number of libraries going fine free continues to grow. Endlibraryfines.info links to 93 news reports of libraries going fine free just in 2019 alone.⁴ The Urban Library Council and Endlibraryfines.info each maintain maps showing hundreds of libraries across the country and the world that have self reported as going completely or partially fine free.⁵ Examples range all over the country. Chicago Public Library just became the largest library system in the country to eliminate fines, and nearer to home, Kansas City Public Library went fine free earlier this year.⁶ Libraries going fine free cite concerns centering around their lack of effectiveness in getting materials

back, as well as their disproportionate impact on lower income patrons. On a nationwide scale, the American Library Association officially came out against charging fines during its 2019 Midwinter Meeting, pointing at equity concerns and the barriers fine create.⁷ This all adds up to not a fad, but rather a question worthy of serious consideration.

The following discussion will look at the reasons typically cited for charging late fees, and why we may want to reconsider the practice. We'll also discuss the practical aspects of how we might go about eliminating them, and what we can reasonably expect from such a change.

Why have we done it?

Other than tradition, what are the real world reasons for charging late fines?

There seem to be **three main reasons** commonly cited for charging and collecting late fees:⁸

1. To encourage the timely return of materials.
2. To generate revenue for the library.
3. To promote the value of responsibility in the community.

1. To encourage the timely return of materials

Practical argument. If patrons are charged fees for late returns then they will be more likely to return their items on time.

From a circulation perspective this would seem to be the most convincing argument. If fines encourage the timely return of materials, ultimately resulting in greater availability to the public, then they could be considered beneficial.

Unfortunately, this does not appear to be the case:

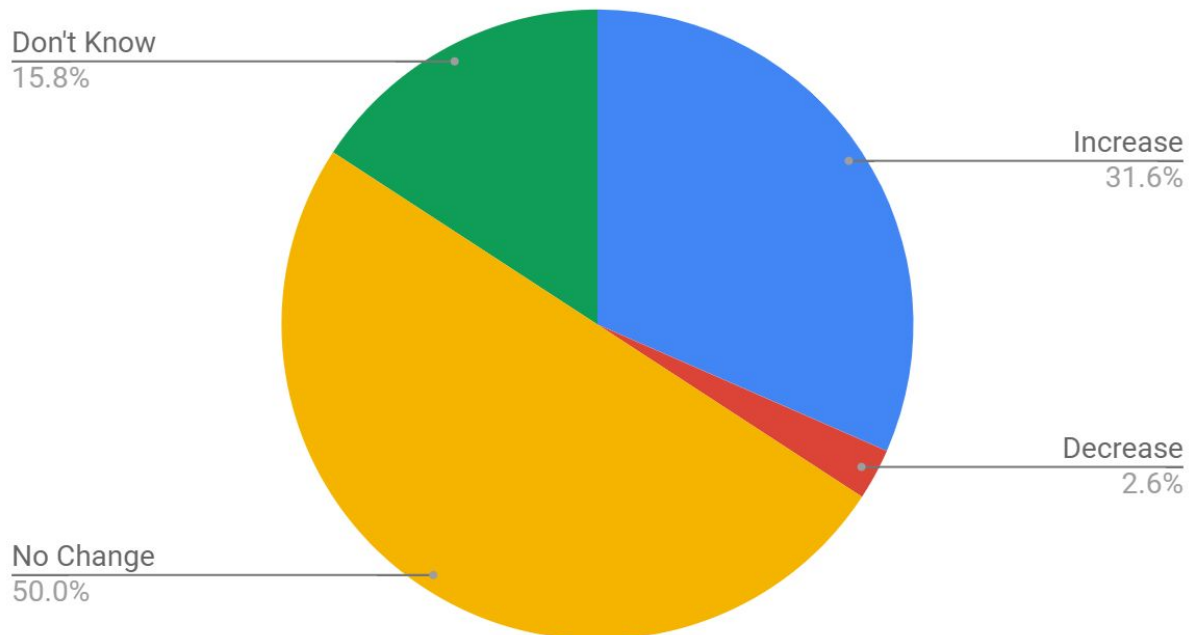
1. Overdue rates are not substantially impacted by late fines.
2. Hold queues and ordering are not hurt when a library goes fine free.

3. Overall circulation rates tend to remain steady or increase with fine removal.

Overdue rates are not substantially impacted by the presence of late fines.

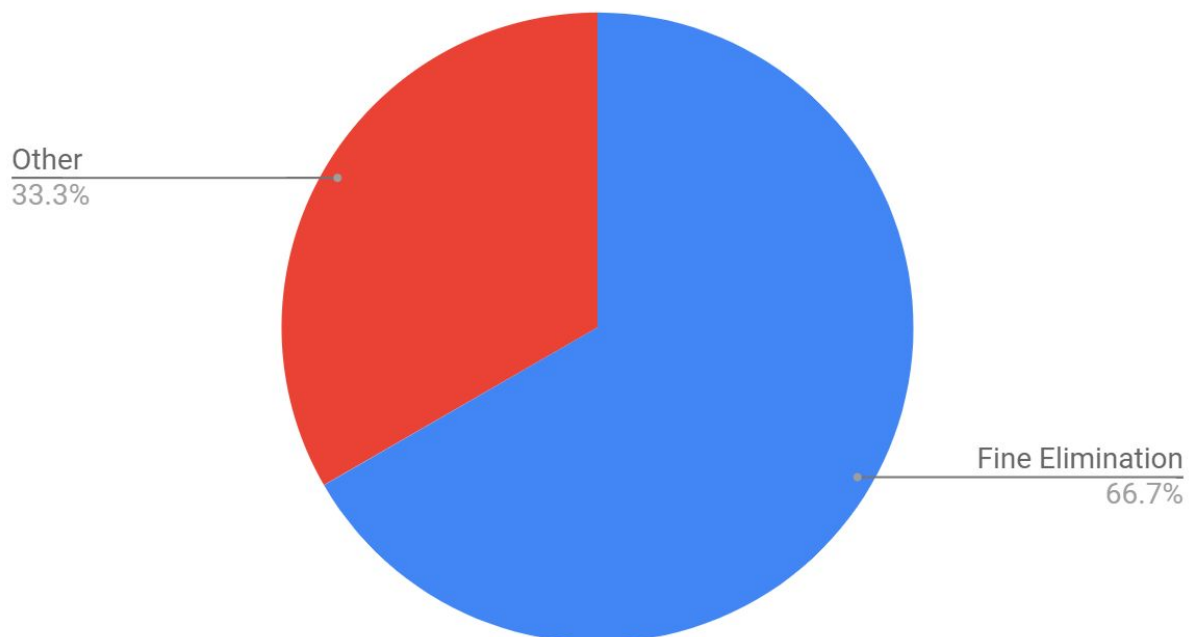
- The overwhelming body of empirical research that demonstrates late fines encourage the timely return of materials, that you would expect to exist with such a long running practice, *does not exist*.
- Any empirical research that does exist indicates that small fines do not significantly impact overdue returns.⁹
- In some cases, fine elimination seems to cause an increase in short term overdue rates but a decrease in long term overdue rates. More late items ultimately come back.¹⁰ In the weeks since eliminating fines Chicago Public Library reports a 240% increase in the return of long overdue items.¹¹ Along the same lines, libraries that have amnesty programs have seen huge numbers of long overdue or lost items returned when the fear of fines disappears. Chicago Public Library, Los Angeles Public Library, and San Francisco Public Library have reported hundreds of thousands of dollars in returned materials during such programs.¹²
- Many libraries that have gone fine free independently report no significant long term increase in overdue returns.¹³
- In our own small survey of 55 libraries around the country that have gone fine free on all or a part of their collection, we asked about overdue returns.

Have you seen a change in overdue returns after going fine free?



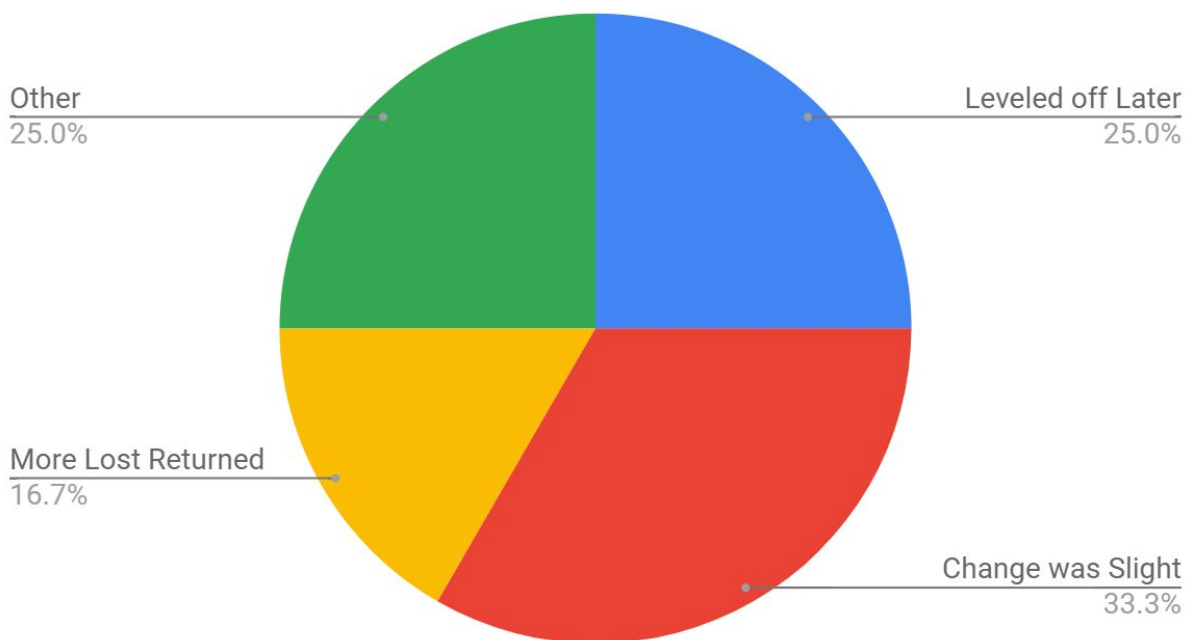
- Most saw no change or a decrease in overdue rates.

Do you attribute fine elimination to your increase in overdue items?



- Of libraries that reported an increase in overdue returns, 66% attributed the increase to the removal of fines (21% of total respondents). The remaining 33% were unsure.

Breakdown of libraries reporting an increase in overdue returns



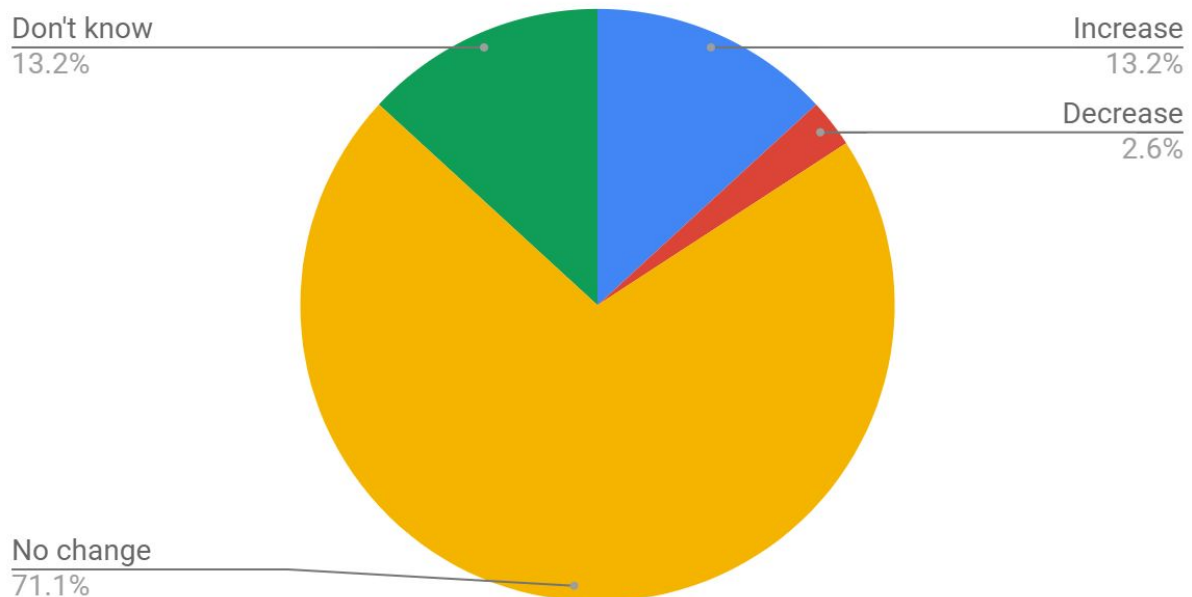
- Also, of libraries that reported an increase, 75% reported that the change was very slight, leveled back out later, or was paired with an increase in the return of lost items.
- LPL's Book Van population is not charged late fees and have a lower overdue return rate than the general patron population.
- From 2017 through 2018, 11.7% of items borrowed by book van patrons were returned late. That is in contrast with the higher 13.06% late return rate on items borrowed by non-book van patrons.
 - To be fair, book van patrons represent a very small part of the Lawrence community (511 registered patrons or 0.55% of the total patron population) and their interaction with the library is not entirely representative of the average patron. However, it is interesting to note their overdue return rates are not significantly different than the fine paying patron population at large.

Non-Book Van Patrons	Year	2017		2018		Total	
	On Time vs. Overdue	# of Checkouts	% of Checkouts	# of Checkouts	% of Checkouts	# of Checkouts	% of Checkouts
	On Time	751,442	86.78%	746,857	87.10%	1,498,299	86.94%
	Overdue	114,510	13.22%	110,610	12.90%	225,120	13.06%
		865,952	100.00%	857,467	100.00%	1,723,419	100.00%
Book Van Patrons	Year	2017		2018		Total	
	On Time vs. Overdue	# of Checkouts	% of Checkouts	# of Checkouts	% of Checkouts	# of Checkouts	% of Checkouts
	On Time	11,520	89.38%	11,251	87.22%	22,771	88.30%
	Overdue	1,369	10.62%	1,648	12.78%	3,017	11.70%
		12,889	100.00%	12,899	100.00%	25,788	100.00%

Hold queues and ordering are not hurt when a library goes fine free.

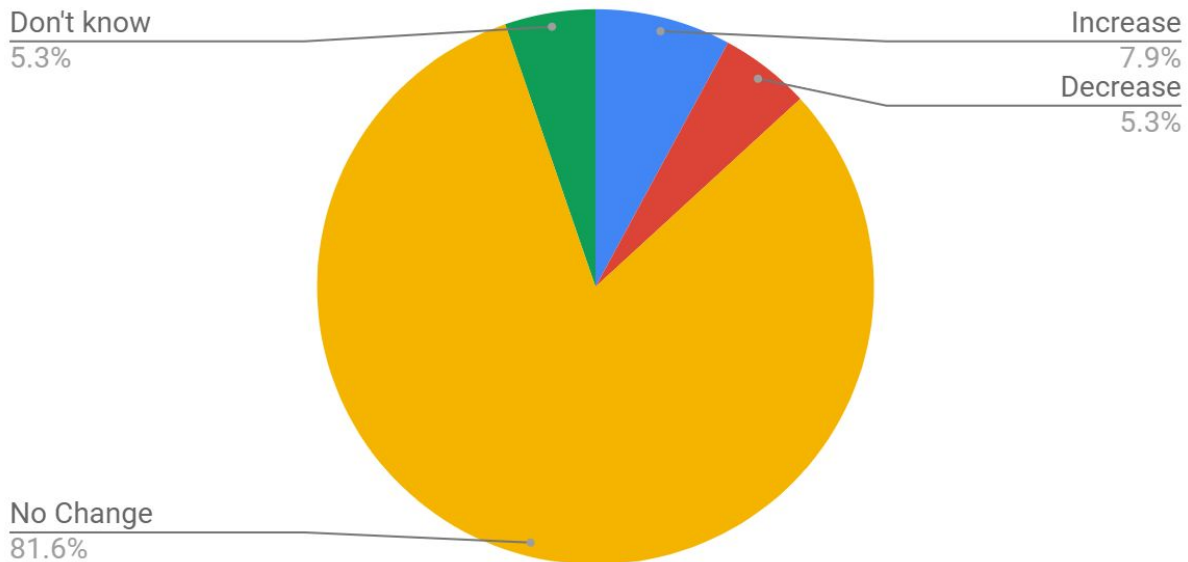
- A concern among many libraries considering fine removal is that hold queues will take longer to fill if there are no fines. A similar fear is that a higher number of items would have to be purchased to meet hold demand.
- This fear appears to be unfounded. Many libraries that have gone fine free report no changes in this area.¹⁴
- In our own small survey we asked this question and found the majority of respondents saw no change.

Have you seen any change in the length of hold queues after going fine free?



- Of the three libraries that reported an increase in hold queue length, one attributed the increase to the addition of an extra renewal and a general increase in circulation, one noted that the change was very slight, and one linked the increase to parents using their children's cards for holds (this was a library that eliminated fines to youth cards only).

Have you had any change in the number of items you have to order since going fine free (including replacements or added copies to address holds)?

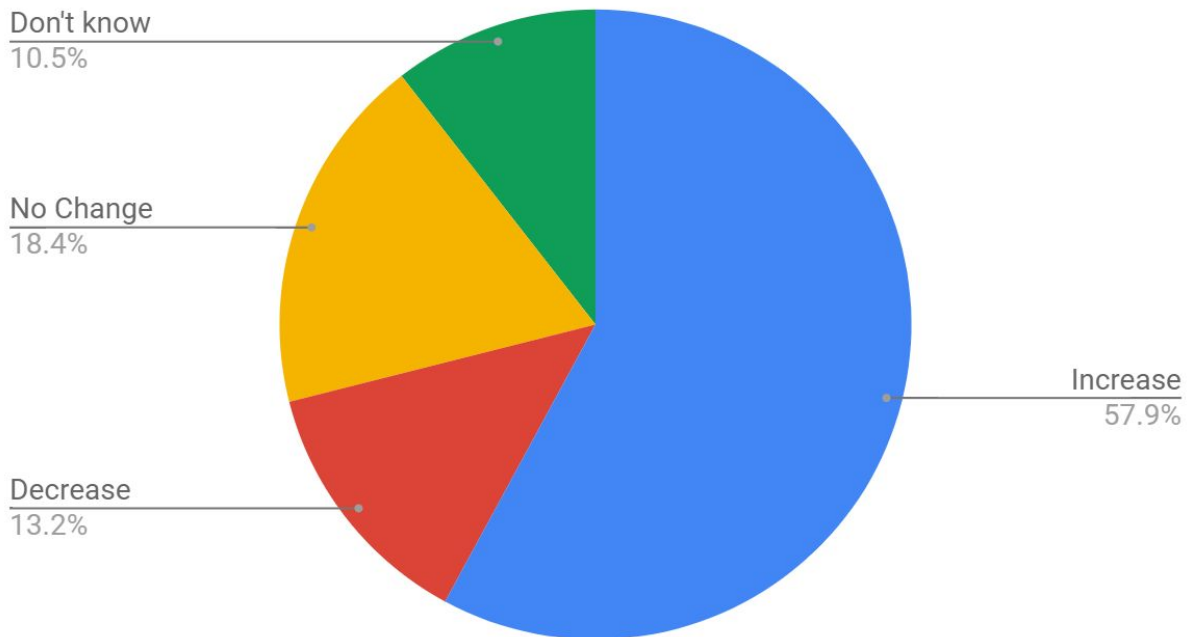


- None of the libraries that reported an increase in ordering attributed the change to fine elimination.

Overall **circulation rates tend to stay the same or increase with fine removal**

- Some libraries report no change in circulation with the removal of late fees. Others report an increase in circulation. This is usually attributed to an influx of patron previously blocked for fines or who avoided borrowing for fear of fines.¹⁵
- The majority of respondents in our survey reported an increase in circulation when they went fine free.

Have you seen any change in circulation totals after going fine free?



- Those that reported a decrease attribute the change to other factors such as recent renovations, changes in collection size, or the general nationwide downward trend in circulation.

2. To generate revenue for the library.

Practical argument. Fines provide a source of revenue for the library.

Library fines are also a very common source of funding for libraries across the country. Three questions we can ask about using late fines in this manner are:

1. How much of our revenue comes from late fees?
2. Is it appropriate to raise money for the library in this manner?
3. Do library fees have their own costs?

LPL does plan for a certain amount of fine revenue in its yearly budget.

- The “Overdues” line in the 2018 Budget was \$148,400. This accounted for about 3.2% of expected total revenues.

- The “Overdues” line actually includes *all* fees taken from patrons, including late fees, lost and damage fees, associated processing fees, and collection fees.
- Revenue from actual late fines ends up being around \$120,000, or **2.6%** of total revenues. That’s approximately 0.8% for fines from the youth collection, and about 1.7% for the adult collection.

Overdue vs. All other fees 2017-Sept 2019

Bill Payment Year	2017	2018	2019	Total
Bill Reason	Payment Amount	Payment Amount	Payment Amount	Payment Amount
OVERDUE	\$129,879.82	\$119,746.71	\$78,698.15	\$328,324.68
NON-OVERDUES	\$35,990.74	\$34,718.48	\$24,506.25	\$95,215.47
Total	\$165,870.56	\$154,465.19	\$103,204.40	\$423,540.15

Overdue, Lost, Damage, Processing, Collection, Misc 2017-Sept 2019

Bill Payment Year	2017	2018	2019	Total
Bill Reason	Payment Amount	Payment Amount	Payment Amount	Payment Amount
OVERDUE	\$129,879.82	\$119,746.71	\$78,698.15	\$328,324.68
LOST	\$18,809.15	\$17,367.62	\$12,224.45	\$48,401.22
DAMAGE	\$5,217.28	\$5,799.74	\$4,583.35	\$15,600.37
PROCESSING	\$6,414.86	\$6,948.26	\$4,785.04	\$18,148.16
COLLECTION	\$5,538.45	\$4,552.55	\$2,905.41	\$12,996.41
MISC (RETURNED CHECK, LIBRARY CARD REPLACEMENT, ETC)	\$11.00	\$50.31	\$8.00	\$69.31
Total	\$165,870.56	\$154,465.19	\$103,204.40	\$423,540.15

- Current unpaid late fees in the system total \$297,876.59 (mid September 2019). Ideally these will be waived with the elimination of late fees.

Total Unpaid Fees in the System	Total
Total unpaid fees	\$1,103,166.68
	40,087 Patrons
Non-overdue fees	\$805,290.09
	12,127 Patrons
Overdues	\$297,876.59
	35,472 Patrons

Should we generate revenue with late fines?

- The **American Library Association** has recently come out against charging late fees whenever possible.¹⁶
- From the “Resolution on Monetary Library Fines as a Form of Social Inequity (2019)”
 - “The American Library Association asserts that imposition of monetary **library fines creates a barrier to the provision of library and information services.**”
 - “urges libraries to scrutinize their practices of imposing fines on library patrons and ***actively move towards eliminating them***; and”
 - “***urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.***”
- LPL’s **Mission Statement** has something to say about fees.¹⁷
- Core services without charge. We provide basic library services free of charge.
 - Although late fees are certainly voluntary, \$120,000 a year is a lot of money for services provided “free of charge.”

There are costs to collect fees.

Many libraries cite costs associated with collecting fines as cancelling out much or all of the revenue generated by them.¹⁸ While we may not be able to say quite as much with library fines collected by LPL, there is definitely a cost to collecting fines.

➤ Technology and service subscriptions at LPL

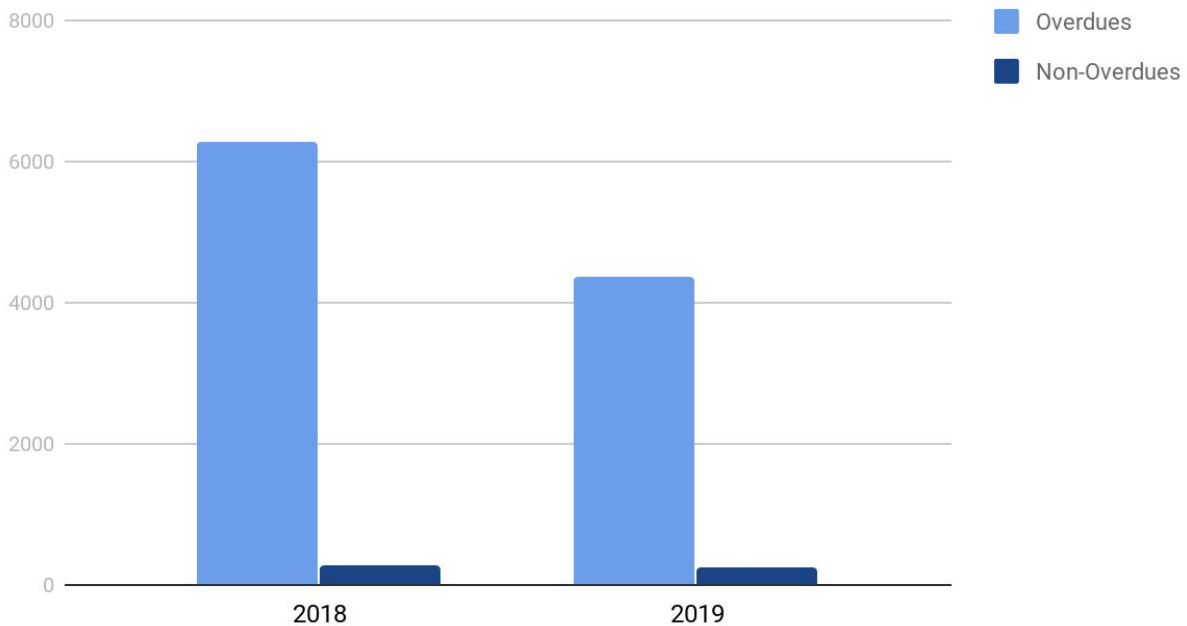
- From 2014-2018 combined equipment purchase fees, equipment maintenance fees, and credit card service fees for patron payments made to the library total \$51,313.74.
- Total credit card service fees (classified under the expenses line) paid by the library in 2018 just for overdues was \$5,359.24.
- Annual subscription fees for running credit card transactions at the self checks has been \$3,000 per year, and will increase to \$3,200 a year starting in 2019.
- If we go fine free we can reasonably eliminate fee payments through the self check machines. Counting self check subscription fees plus credit card processing fees for overdues, that will result in a savings of approximately \$8,500 per year.
- These fees subtracted from the \$120,000 of expected fine revenue brings the total down to \$111,500, or 2.4% of expected revenue.

➤ Staff and patron time better spent teaching about and utilizing library resources is wasted haggling over and paying late fees. It is difficult to quantify the exact amount of time spent, but we can measure some factors.

- **The Accounts desk:**
 - According to our ILS Symphony, in 2018 6,555 individual patrons paid \$77,941.50 fees at the Accounts desk. Of those, \$54,888.79 were for late fees, involving 6,268 patrons.
 - 1,437 patrons had overdue fees of \$10,762.01 waived at the Accounts desk. Each of these transactions would have included an extended interaction between the staff and the patron regarding the reason for the waiver.

- Staff talley sheets from 2016 through 2018 record 21,960 interactions with patrons that specifically involved paying fees at the Accounts desk. This does not include simple inquires involving fees in person, over the phone, or via email regarding fees.

Number of Individual Patrons Paying Fees at the Accounts Desk



- **Bookkeeping:**

- Denise Berkely is LPL's Accounting Specialist. On a daily basis she balances the actual monies received by the library against what is reported by the ILS, the self check machines, the website, the Square reader, and the cash register. She estimates spending about 3 hours per week on these tasks, or about 156 hours per year, or 936 hours since 2014. That is about 12% of her work time at LPL. This does not include time spent by Denise and the Accounts Coordinator researching discrepancies, which accounts for an extra hour or two a month. This time would not disappear with the elimination of fines, but it would be reduced.

- **IT Support:**

- Kim Fletcher is LPL's Technology librarian, system administrator for our ILS, and main support for our sorting machine and fleet of self check machines. Kim counts approximately 40 official help tickets that she has submitted to Bibliotheca or SirsiDynix over the last five years directly related to payment issues. Each involved lengthy back and forth communication with the vendor. Resolution time for these issues varied from hours to weeks. She estimates dealing with another 50 cases over the last five years involving in house troubleshooting of payment issues on the self check machines. Since 2012, approximately 40 official inhouse tickets have been submitted to our technology department regarding payment issues from the Accounts Coordinator alone.

- **Bottom line on staff hours and late fines:**

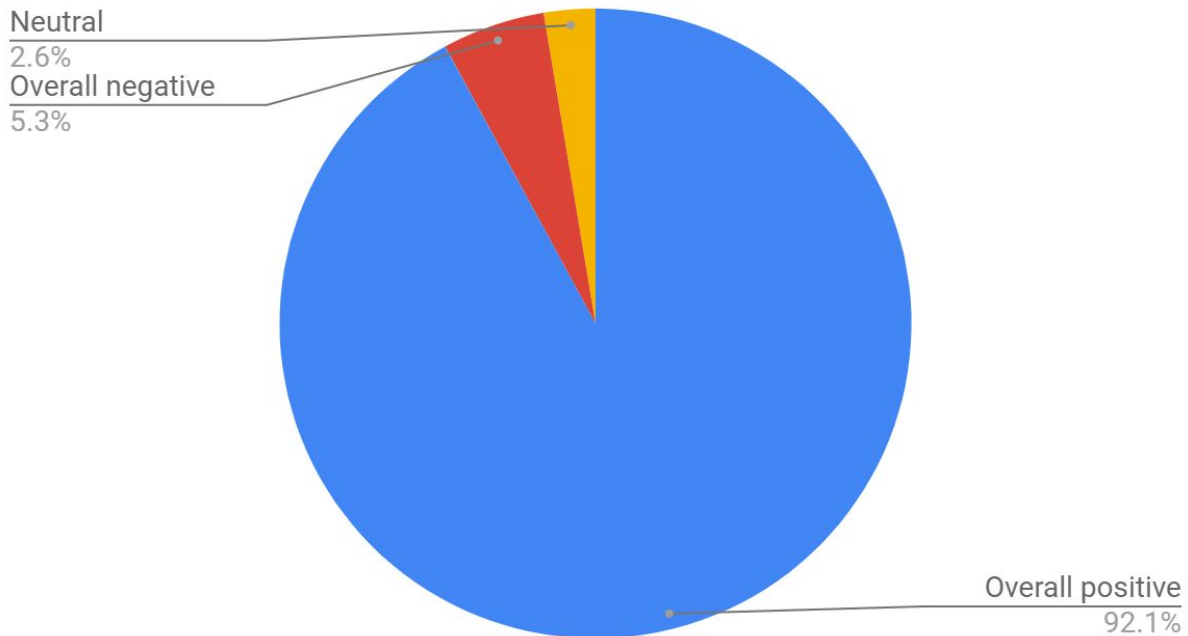
- Although eliminating late fines will reduce the workload on staff, we are not recommending any reduction in staff hours.
- In the long term it may be possible to reduce Accounts desk staff hours through attrition, however we will not know if such a thing would be possible until after living in a fine free world.
- In the short term there are many other regular tasks to which staff can devote their attention. We can also look at expanding service in areas such as outreach.

➤ **Customer Experience:**

- The Accounts Department has the wonderful privilege of issuing library cards, the literal key to accessing all of LPL's fantastic resources, to every new patron that walks through the doors. Unfortunately, we are also routinely placed in a punitive role, squabbling over missed due dates and small fees that add up to blocked access. Beyond a doubt, the number one source of conflict between Accounts staff and patrons are late fees.

- Libraries that eliminate late fees consistently report improved perception of the library by the public, as well as better relations between staff and their patrons.¹⁹
- In our own survey, the response was overwhelmingly positive when asked about overall experience when going fine free.

How would you rate your library's experience with eliminating fines?



3. To promote the value of responsibility in the community

Value based argument: The library should promote responsibility in the community. There is a tangible penalty for not returning your items on time. Responsibility is encouraged by holding patrons to this standard.

Responsibility certainly is an important value. However, when examining it in relation to library fines there are several key points to consider.

1. Responsibility exists as an inherent part of the borrowing process with or without the existence of late fines.
2. Responsibility is a hard thing to measure and may not be aided with fines.
3. Pursuing the value of responsibility through the use of late fines negatively impacts other fundamental library values.
4. Late fines block access, and not always equitably.

Eliminating late fines does *not* eliminate responsibility inherent with borrowing from the library.

- Library items are still provided as a loan, not a gift. They are borrowed on the condition that they will be returned in good condition and on time.
- Although fines may disappear, fees will not.
 - Automatic billing for lost items would still continue on a regular interval. Items returned with damage will also be billed.
 - Accounts with replacement costs of \$25 or more will be submitted to collection after 45 days. LPL submits about 700 accounts to collection per year. Approximately 300 accounts in collection are paid off per year.
 - Until payment is received or lost items returned, patrons with lost and damaged materials will be blocked from further borrowing.
 - Of the roughly \$1,098,489.24 fees in the system, \$803,938.73 are for lost, damaged, and collection fees. These fees will remain in place with the elimination of late fees.
- If we eliminate fines, we propose temporarily blocking access on accounts with items two weeks late. This block will be lifted with the return of the item. This measure is actually more severe than waiting until a patron has reached \$10 in fines, as no single item will ever reach that high a fine.
- By eliminating fines but keeping fees, we will maintain the motivation for returning items, i.e. continued borrowing privileges. At the same time, we will be eliminating what amounts to a punishment after the fact that keeps some patrons from ever returning.

Responsibility is difficult or impossible to **measure as an outcome.**

We can't tell if fines actually have an impact on responsibility.

- LPL Strategic Plan: "The Library will establish a process for outcomes evaluation."²⁰ How do we count how much responsibility we are creating with fines?
- Of the roughly 53,000 patrons that have been active in the system since 2017, about 32,000 have had some sort of fee charged to their account, and about 25,000 have had an overdue fee. Do we count that as a success or a failure?
- If late fines encourage responsibility, why do overdue rates tend to be the same with or without them?
 - The only objective measure we can place on responsibility in this context says fines make no difference.

Responsibility is **not encouraged with late fines, at least not the kind of responsibility we are interested in fostering.**

- The consequence faced for not returning your items on time should not be a financial penalty but the knowledge that you deprived another person of a community resource.
- Charging patrons late fees lets them pay their way out of responsibility. Patrons at LPL routinely rationalize their fine payments as "their donation to the library." The message we send is: sure, they kept the item past the due date, but they paid for the privilege, so it is okay. Late fees become extended use fees.
- From LONG OVERDUE: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library, "Missing deadlines, misplacing items, having to change plans, and reprioritize —these are universal human realities. Overdue fines do not turn irresponsible patrons into responsible ones, they only distinguish between patrons who can afford to pay for the common mistake of late returns and those who cannot."²¹

For libraries, the value of ensuring **access is greater than the value of promoting responsibility.**

- Responsibility is an important value but arguably outside the library's primary mission. When pitted against the *core value* of ensuring access, it necessarily comes in second.
- It is possible to balance our role as facilitators of access to the collection against our role as stewards of the collection, without late fines. Patrons will still be held responsible for the replacement of lost items and the taxpayer investment they represent. The key here is that late fines are not for lost materials, but for materials *that have come back*. We are here to provide access to information, not punish patrons for tardiness.

Fines are a **barrier to access. Ensuring access is among our **fundamental values**.**

- **The American Library Association opposes the creation of barriers with fees.**²²
 - From the Economic Barriers to Information Access: An Interpretation of the Library Bill of Rights, "The American Library Association fundamentally opposes the creation of economic barriers to access services and resources provided by publicly funded libraries, including public, school, and academic libraries. All resources provided directly or indirectly by the library, regardless of format or method of delivery, should be readily and equitably accessible to all library users. Imposing any financial barrier may disadvantage users, and libraries of all types—public, school, and academic—should consider eliminating barriers that limit access to library resources and other services."
 - "Libraries should examine policies and procedures, particularly those involving fines, fees, or other user charges, and actively move toward eliminating any that may create potential barriers to access or academic achievement."
- **LPL's Mission Statement has something to say about access.**²³

- Access to information. We ensure access to information for people of all ages, abilities, and means.

Late fines present an equity issue.

The library is the cultural and social hub of the community for everyone from all walks of life and points of origin. It's a place where people new to the community, or even the country, can learn about what it is to be an American and share their various points of view and experiences. Library fines can derail this process by disproportionately impacting certain parts of this population. *Patrons living at or below the poverty line are particularly affected.*

➤ **The American Library Association has focused on fines as an issue negatively impacting lower income patrons.**

- The ALA policy manual in B.8.10 Library Services to the Poor states, "The American Library Association promotes equal access to information for all persons, and recognizes the urgent need to respond to the increasing number of poor children, adults, and families in America." The first policy objective states libraries should be, "Promoting the removal of all barriers to library and information services, *particularly fees and overdue charges.*"²⁴
- From the Economic Barriers to Information Access: An Interpretation of the Library Bill of Rights, "Libraries and their governing bodies should look for alternative models and methods of administration that minimize distinctions among users based on their economic status. They should *resist imposing user fees to alleviate financial pressures* on the library, as those fees may impose a long-term cost to institutional integrity and public confidence in libraries. Likewise, they should *not enact policies that cater to the desires of the economically fortunate at the expense of the economically unfortunate.*"²⁵

➤ **Empirical research on equity in public libraries** indicates that late fines disproportionately impact patrons living at a lower income level. While

overdue return rates are not tied to income level, the ability to pay fees is correlated to wealth.²⁶ Although patrons from lower income families make frequent use of libraries, many are reluctant to borrow for fear of accumulating late fees.²⁷

➤ **Many libraries cite equity as a reason for going fine free.**²⁸

- San Francisco Library sums this concern up succinctly: “Overdue fines are a practice that negatively impacts low-income individuals by denying them exactly the service a library exists to provide. For patrons who can afford to pay, fines represent little more than a minor inconvenience.”²⁹

➤ **Equity in Lawrence, KS**

Although it is difficult to make any direct cause and effect or correlative statements regarding the impact of library fines and fees on members of the community living at a lower income level, we can make a few indirect comparisons.

○ **The 2016-2017 Lawrence Public Library Community Information Needs Assessment touches on Equity at LPL.**³⁰

- 3,178 people completed the survey. 527 or 22.7% of respondents reported annual income and household size that by 2017 Kansas Poverty Guidelines put them at the poverty line.
- 13.1% of respondents cited library fines as a reason for not visiting more often.
- “People living below the poverty line disproportionately cite fines as an obstacle for more frequent library use: 30.5% of people who meet Kansas poverty guidelines indicated that fines prevent them from visiting the library, while 8.6% of people living above the poverty line cite fines as a barrier.” CINA page 28-29

○ **Linking library fees to poverty in the community**

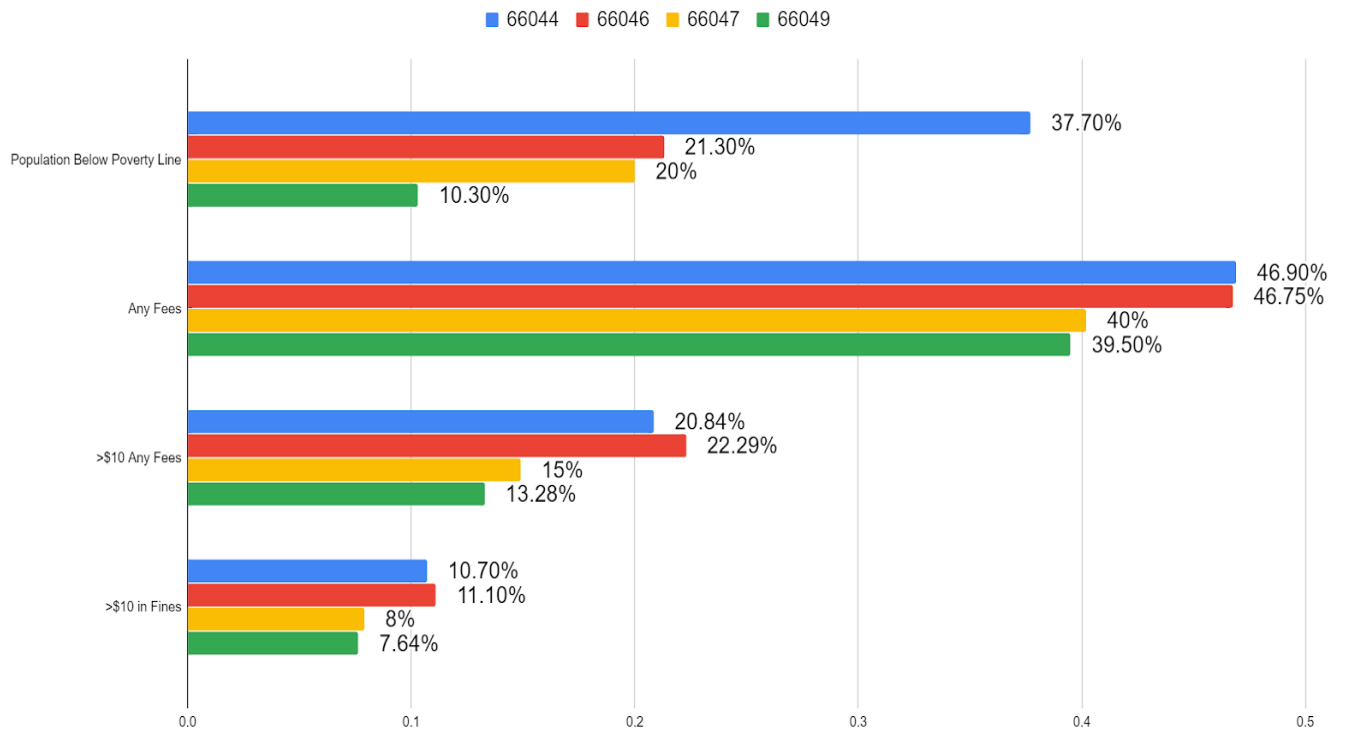
- The library does not collect demographic information on income level from our patron population. This means that it is difficult to directly tie fees owed by patrons in our database to different socioeconomic statuses. However, we can anonymously link fees owed by patrons with their addresses and do some analysis based on their location in the community.
- To that end we looked at three measures of poverty in Lawrence:
 - U.S. Census data from the American Community Survey on Poverty Status in the Last 12 Months broken down by zip code.³¹ Individuals are considered to be in poverty by the Census Bureau if their family's total income is less than their poverty threshold. Poverty thresholds vary depending on the size and age composition of the family.
 - Low income housing as identified by the Lawrence Douglas County Housing Authority (LDCHA) and the Department of Housing and Urban Development (HUD) Low Income Housing Tax Credit. To be eligible for LDCHA housing one must have a gross annual income of less than 60% of the Douglas County median income for a family of their size.³² To be eligible for housing subsidized by the HUD's LIHTC, 20-40% of the location's units must be restricted to individuals making 50-60% less than the area median income. All of the locations examined here met these conditions with 100% of their units.³³ It should be noted that the units we examined should represent the majority of low income housing in Lawrence, but not all. Tenants to Homeowners also provides subsidized units for rent or sale, LDCHA has scattered units outside of the ones analyzed here, and HUD provides housing vouchers that can be used anywhere.
 - Short term housing such as the Lawrence Community Shelter, Family Promise, and other locations the library has traditionally defined as temporary and thus limited borrowing

to three items at a time.³⁴ Patrons residing at any of these locations are typically experiencing homelessness.

- We looked at several basic measures to try to gain an idea if patrons from these locations were impacted by library fines and fees differently than the rest of the population. Measures examined:
 - Total fees owed by group.
 - Percent owed by group.
 - Averages owed by group.
 - Checkout rates by group.
 - Overdue return rates by group.

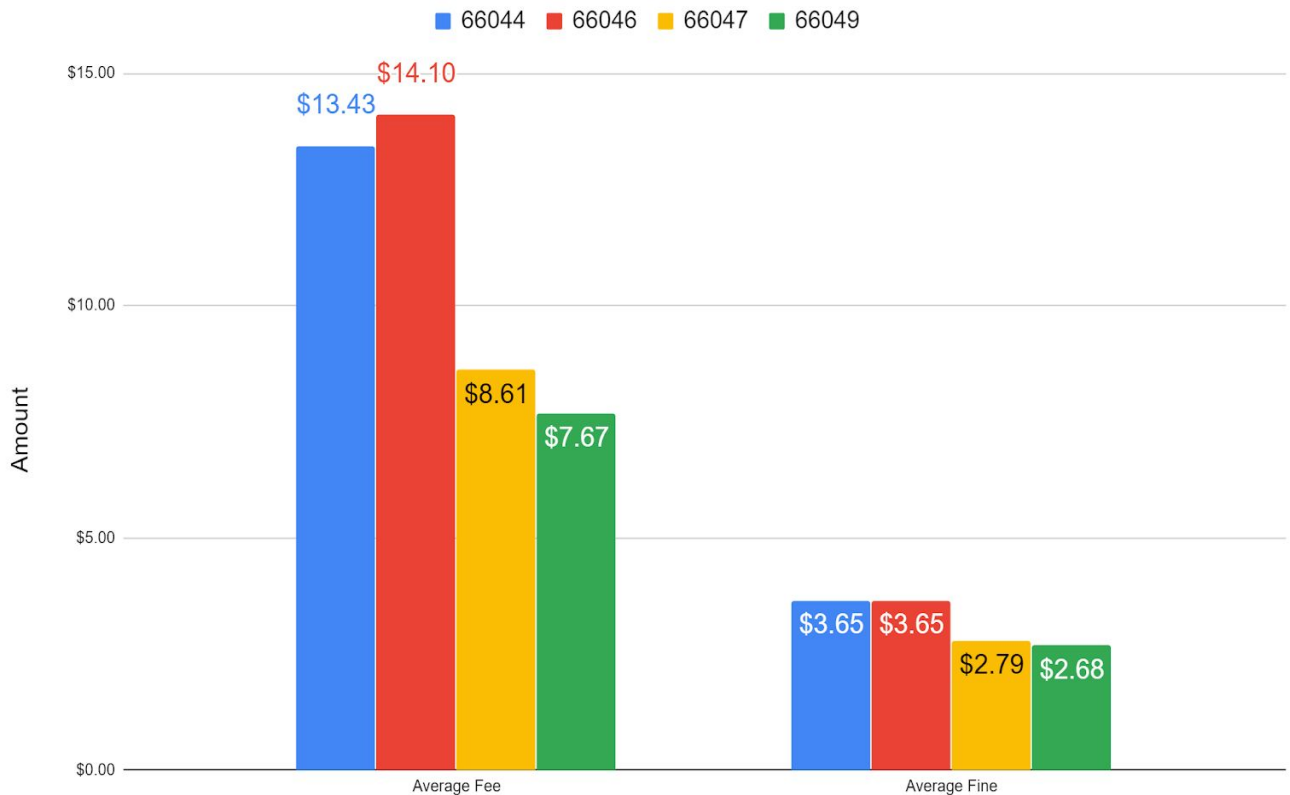
- **Poverty rates by zip code in Lawrence**
 - **Comparing U.S. Census data** on poverty to numbers of patrons blocked by fines by zip code does yield an interesting correlation.
 - 66044 and 66046 are ranked as having the highest percentage of the population in Lawrence falling below the poverty line.
 - 66044 and 66046 also have the highest percentage of patrons that owe fees, as well as the highest percentage of patrons blocked for fees. This holds true for patrons owing at least \$10 or more, up through patrons owing \$50 or more.
 - Although we can't directly link patrons that owe fees to the population living below the poverty line, it is suggestive that we see higher rates of fees in zip codes that have the highest rates of poverty.

Population Below the Poverty Line vs Fees by Zip Code



- Average total fees and fines are also highest in 66044 and 66046.

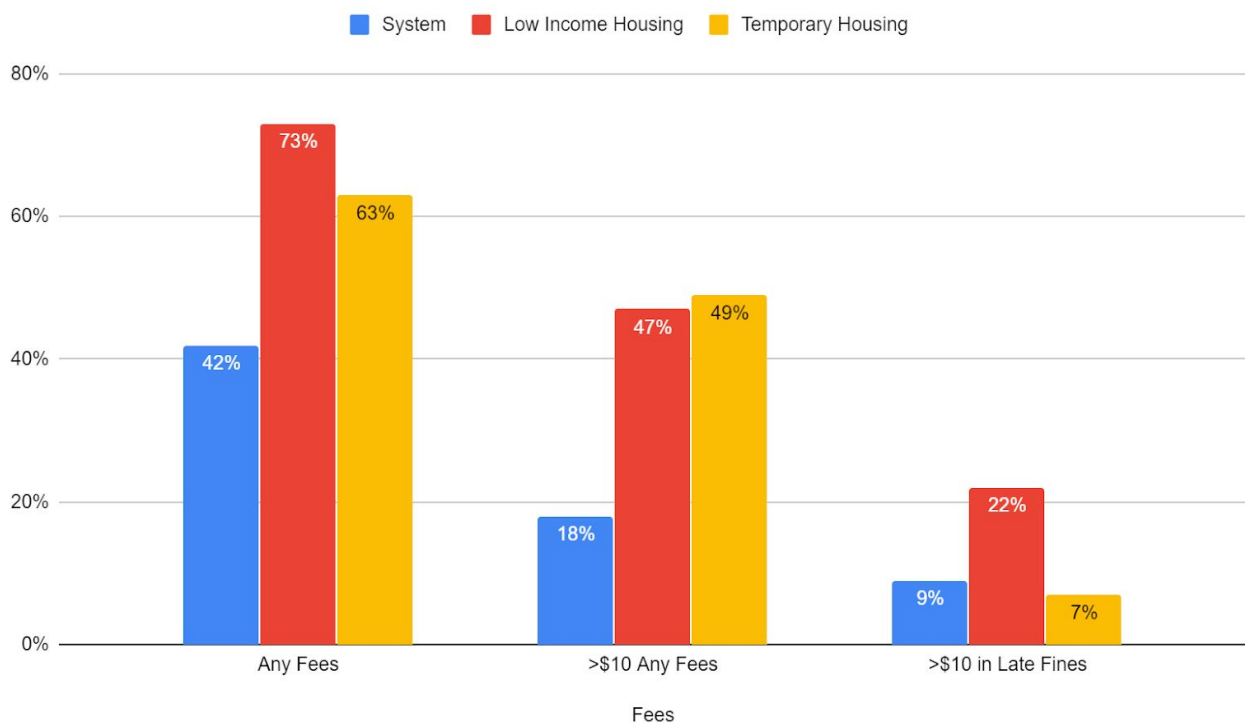
Average Fees by Zip Code



- **Patrons listing low income or temporary housing**
 - Patrons living in low income or temporary housing in Lawrence have a noticeably higher percentage of total unpaid fees of any type than the rest of the Lawrence population.
 - Patrons living in low income housing also have a higher percentage of account blocking late fines than those living elsewhere.

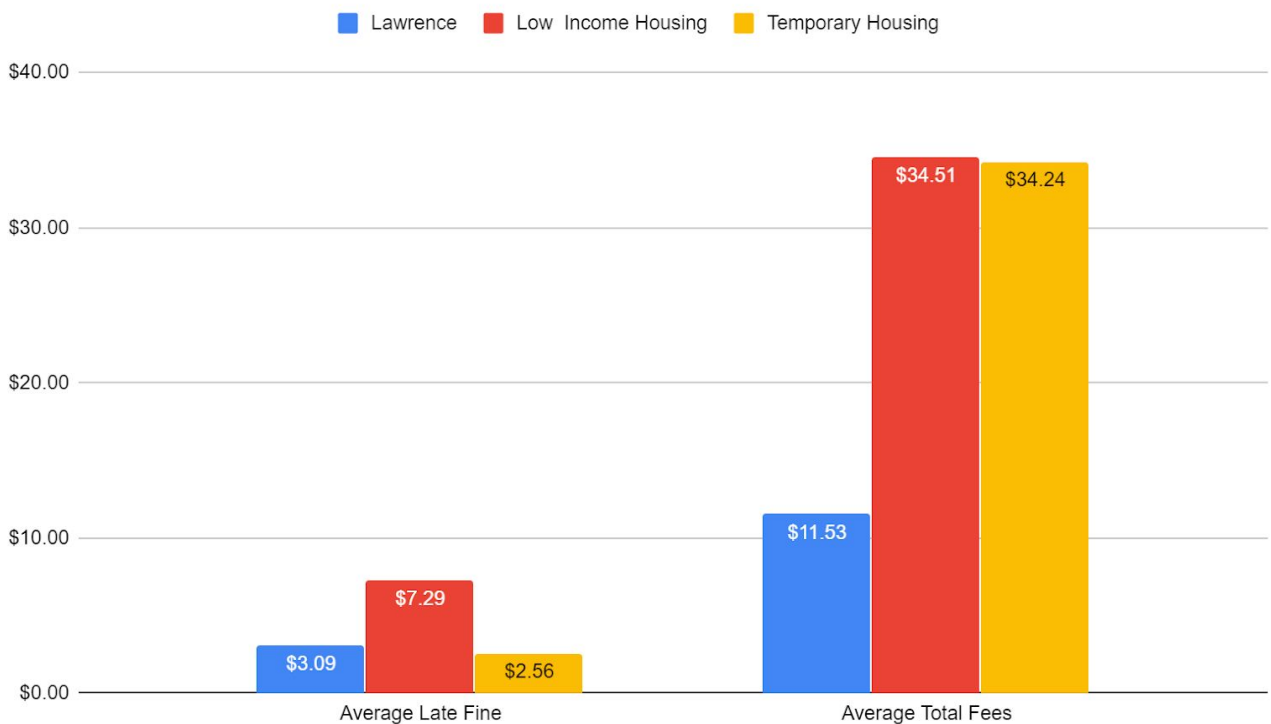
- Patrons living in temporary housing have a higher percent of account blocking non-late fines. Their late fees are actually lower than the rest of the system. This is probably due to the restriction of 3 items checked out at a time versus the 50 item limit on regular accounts.

Percent Owing Fees - Lawrence vs. Low Income Housing & Temporary Housing



- The average total fees and late fines owed by patrons living in low income housing is also considerably higher than the average of the Lawrence population in general.
- The average total fees for patrons in temporary housing is much higher than the rest of Lawrence. Again, their average late fines are lower than the rest.

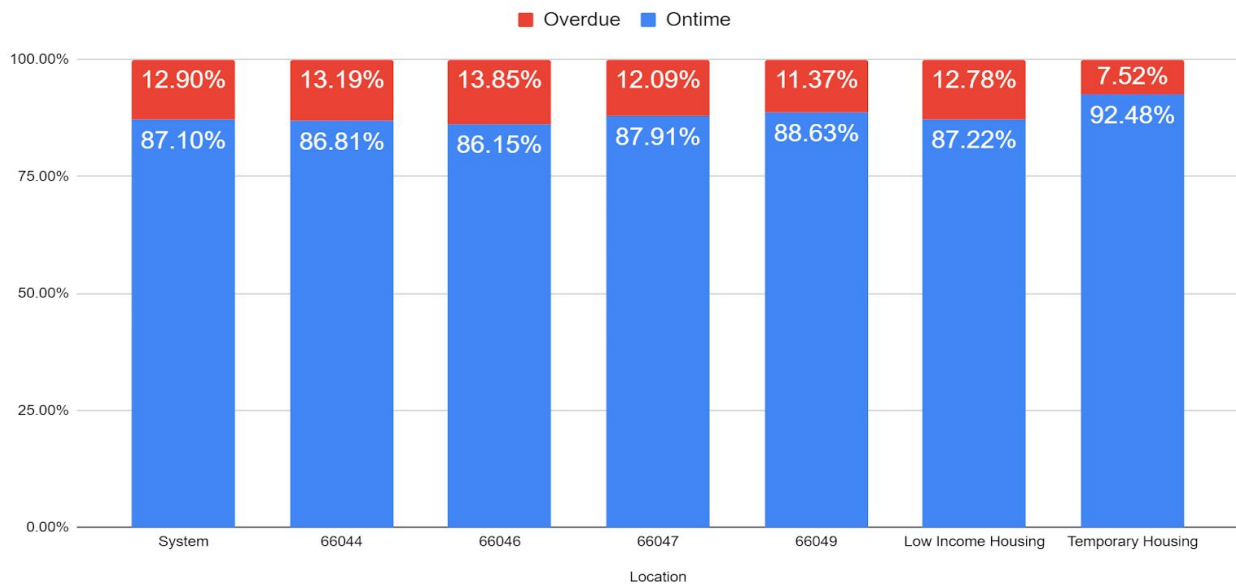
Average Fees - Lawrence vs. Low Income Housing & Temporary Housing



On-time vs. Overdue return rates in Lawrence

- Overdue return rates are fairly consistent across the board, regardless of location. Any difference in income level would seem to have little negative effect.
- Patrons residing in temporary housing actually have a higher on time return rate than the rest of the system. This is likely due to the 3 item limit restriction on temporary accounts.

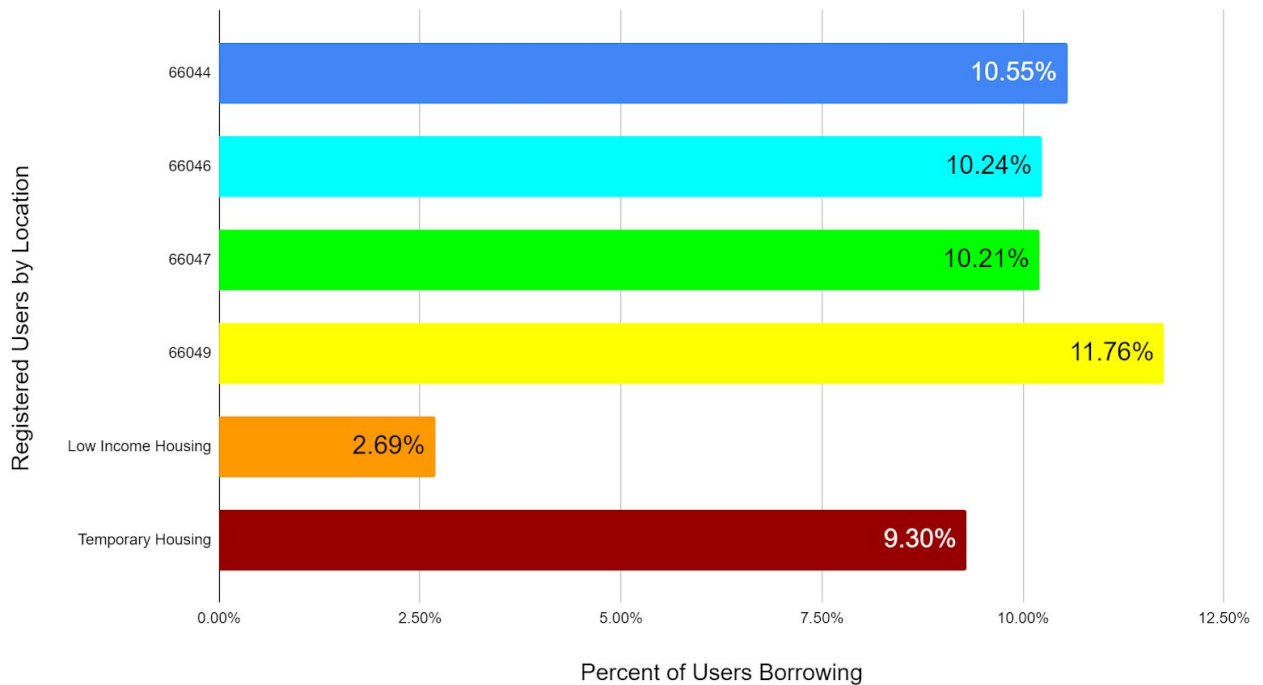
Ontime vs Overdue Rates



Current borrowing by location

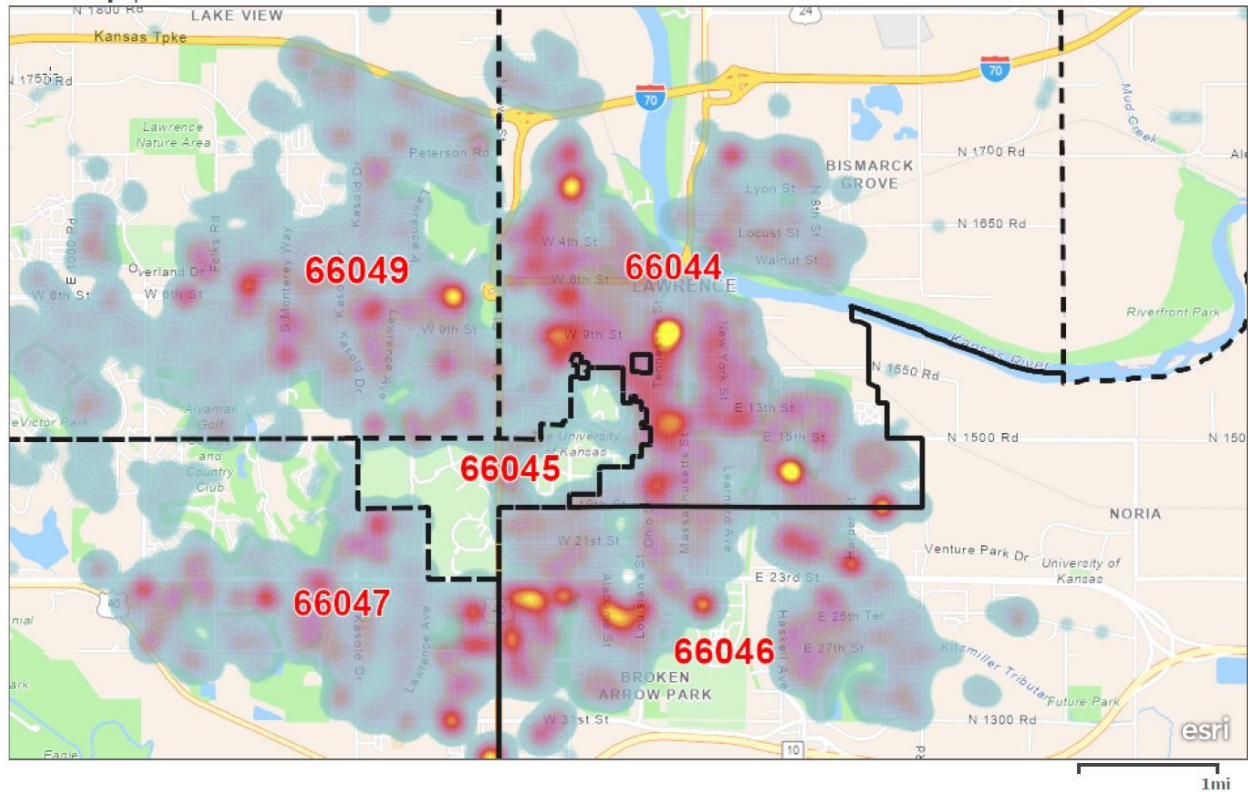
- Patrons registered in 66044 where poverty is the highest are borrowing less than patrons living in 66049 where poverty is the lowest.
- Patrons living in low income and temporary housing are borrowing less than any other area.

Current Borrowing by Location



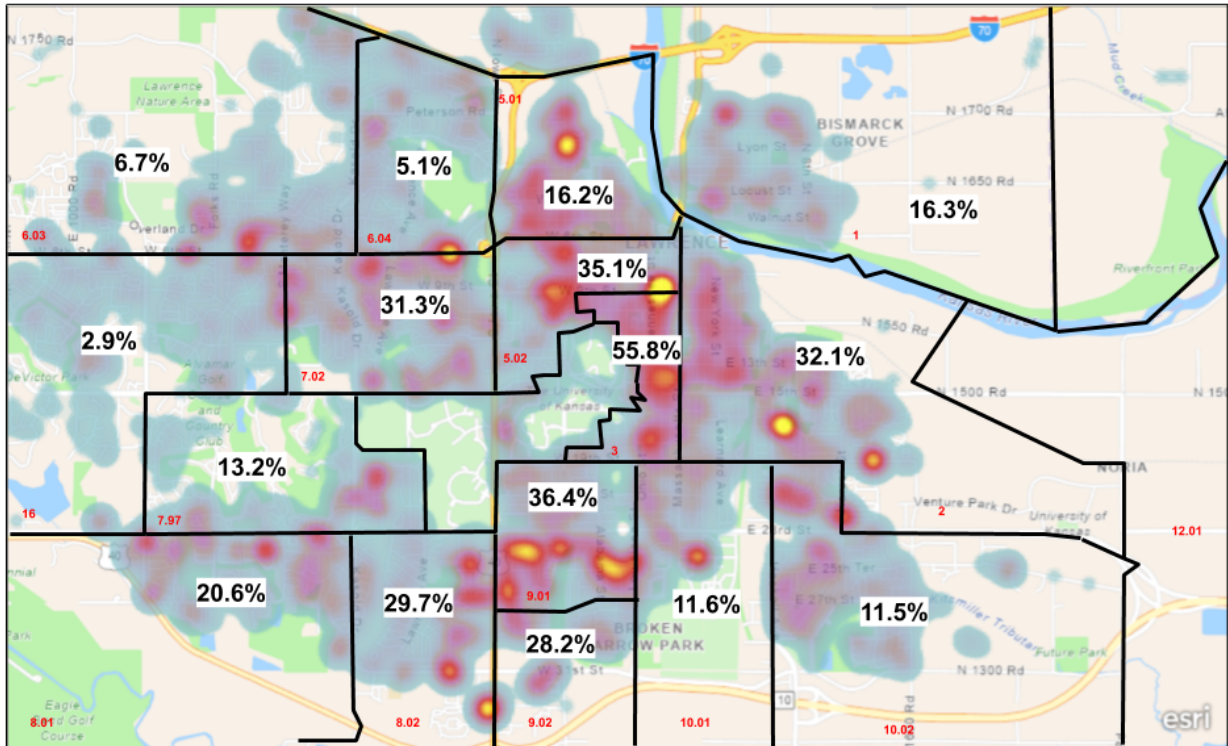
- To view some of these differences visually, we can map addresses with fines over \$10 by zip code. The highest concentrations do appear in 66044 and 66046.

Heat Map of Fines \$10 or More by Zip Code



- Viewing the same heat map over census tracts also shows the hottest areas falling in tracts with the highest rates of poverty

Heat Map of Fines \$10 or More by Census Tract

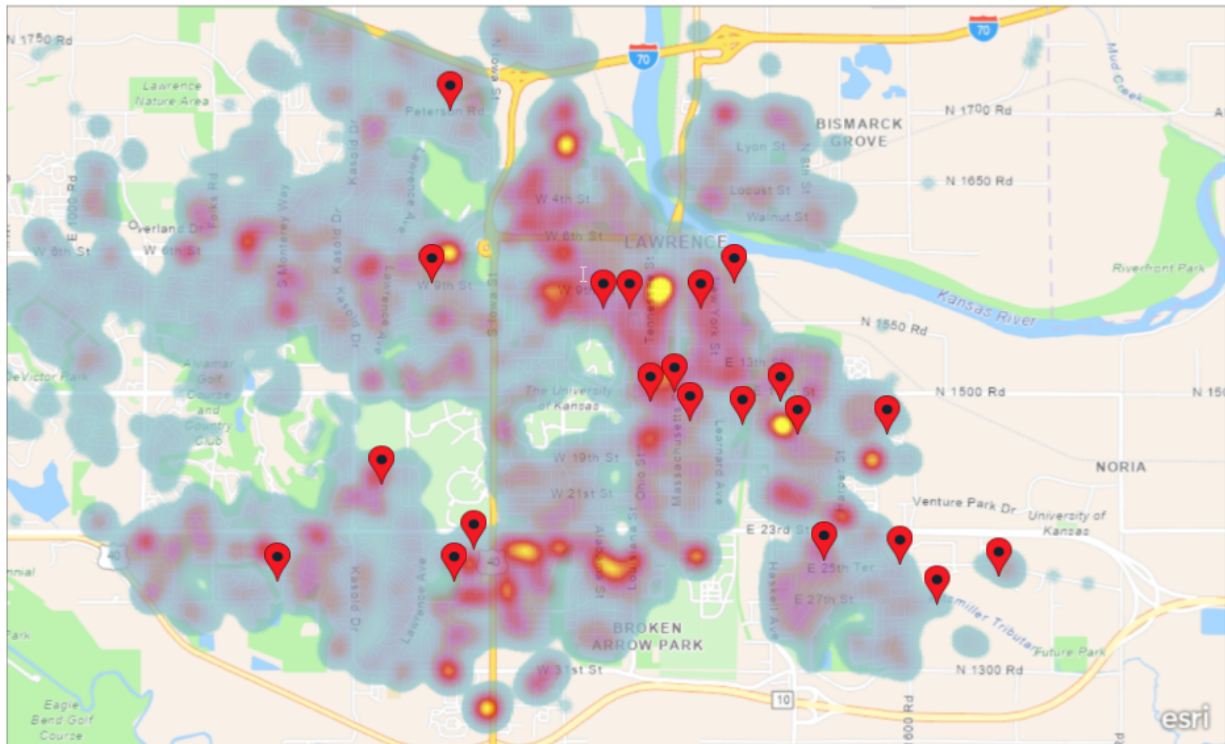


% = Poverty Rate by Census Tract

Heat Map = Patrons Over \$10

- Plotting low income and temporary housing on the heat map shows some correlation with the hot spots.

Heat Map of Fines \$10 or More with Low income and Temporary Housing



= Low income or Temporary Housing

Heat Map = Patrons Over \$10

Blocked from access at LPL

- Of the 95,611 patrons registered in the system, 35,541, or about 37%, are impacted by late fees.
- About 18% of registered patrons are blocked for fees of any kind.
- 9% of patrons have enough late fees alone to block them.
- 31% of patrons that are blocked for fees, or 5.7% of total patrons, are blocked solely for late fees.
- Eliminating and waiving current late fees would grant 5,812 patrons immediate eligibility to borrow again. This constitutes 34% of currently blocked patrons, or 6.08% of our total patron population. 13% of patrons residing in low income housing would see their borrowing privileges restored.

Patrons Impacted by Fees

	# of Patrons	% of Total	% of Blocked	Amount Owed
Total Registered Patrons	95,611			
Fee of any kind or amount	40,160	42.00%		\$1,098,489.24
LF any amount	35,541	37.17%		\$294,550.51
LF<\$10 Only	22,569	23.61%		\$200,265.66
>\$10 Any type	17,172	17.96%		\$1,021,401.69
NLF any amount	12,135	12.69%		\$803,938.73
LF >\$10 + NLF any amount	8,688	9.09%		\$359,281.88
LF + NLF any amount	7,516	7.86%		\$565,018.16
LF>\$10 Only	5,456	5.71%	31.77%	\$113,742.07
NLF>\$10 Only	4,406	4.61%	25.66%	\$343,964.02
LF<\$10 + NLF>\$10 = >\$10	3,897	4.08%	22.69%	\$315,722.06
LF>\$10 + NLF>\$10 = >\$10	3,057	3.20%	17.80%	\$240,922.04
NLF<\$10 Only	213	0.22%		\$1,378.84
LF<\$10 + NLF<\$10 = <\$10	206	0.22%		\$1,322.56
LF<\$10 + NLF<\$10 = >\$10	181	0.19%	1.05%	\$2,433.73
LF>\$10 + NLF<\$10 = >\$10	175	0.18%	1.02%	\$4,617.77
LF: Late Fees, NLF: Non-late fees: lost, damaged, processing, collection				
Granted immediate access with waiver of LF	5,812	6.08%	33.85%	
Total patrons that benefit from waiver of LF	35,541	37.17%		
Blocked patrons that will benefit from waiver of LF	12,766	13.35%	74.34%	

How would we do it?

With fine elimination we would seek to find a balance between individual access and widespread availability of materials.

What does our **current notification** and lost billing schedule look like?

Key points:

➤ Late fees

- Late fees of \$0.15 per day per item are charged starting the day after the due date.
- Accumulating late fees are immediately held against the patron's ability to borrow.
- \$10 or more in fees block from access.
- Late fees max at \$4.50 per item at 30 days late.

➤ Replacement costs

- At 30 days, overdue late fees for an unreturned item are swapped for replacement and processing fees.
- Replacement and processing are swapped back to \$4.50 in late fees if item is returned.

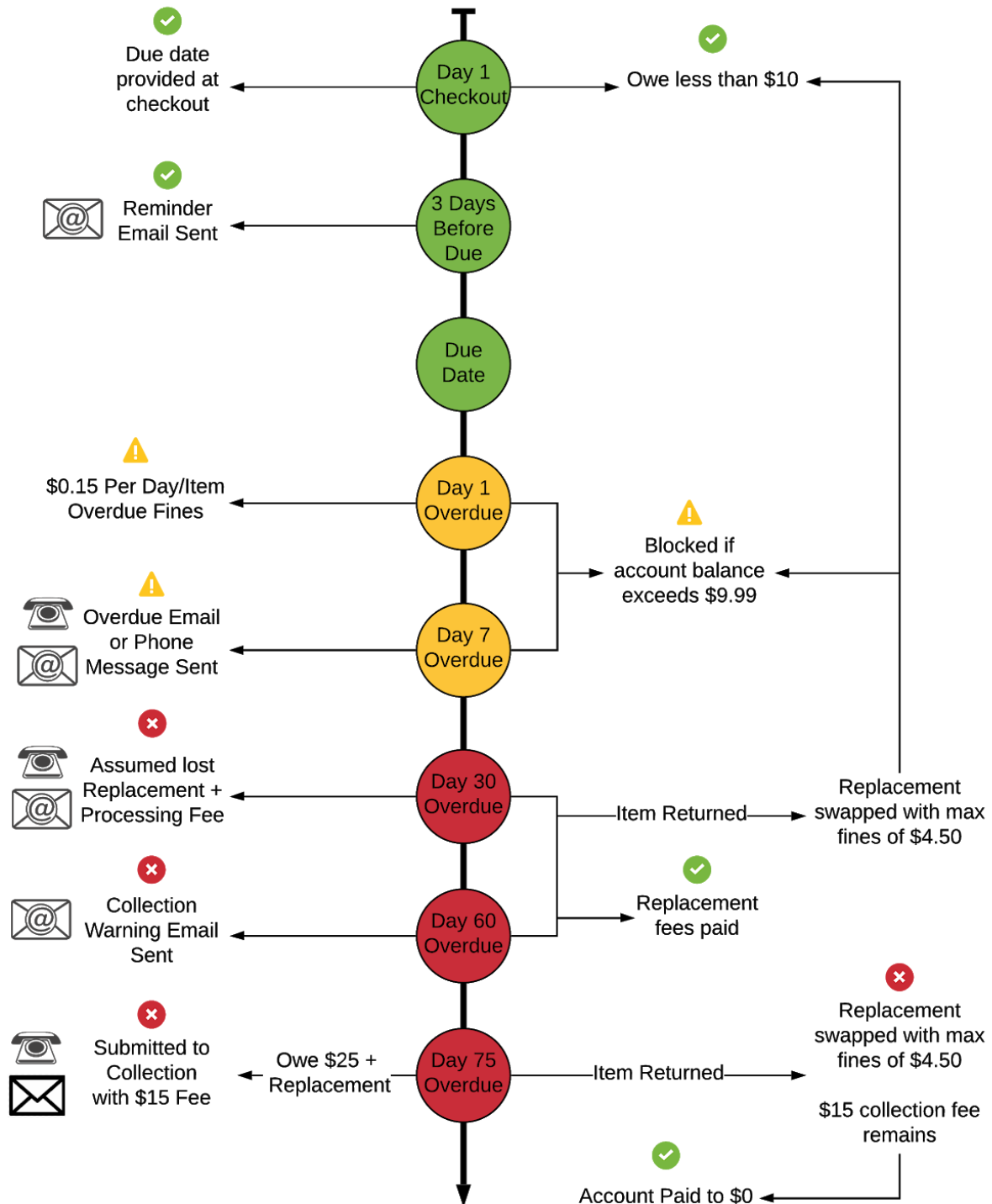
➤ Collection Agency

- 45 days after billing (75 days late), accounts with \$25 or more in replacement fees are automatically referred to collection. A non-refundable \$15 charge is applied.
- Accounts in collection must be paid to \$0 to borrow again.

Notice Summary:

1. Courtesy email 3 days before the due date.
2. Email or phone call 7 days after the due date.
3. Email or phone call 30 days after the due date (bill).
4. Email 60 days after the due date (15 days before collection).
5. Letters and phone calls 75 days after the due date by collection agency.

Current Process



Post fines notification and lost billing schedule

Key Points and changes:

➤ Late Fines

- No late fees of any kind will be charged or collected.

➤ Auto-renewal

- Items will be auto-renewed 3 days before they are due if they are eligible for renewal. An email notice will be sent out reporting the success or failure of the auto-renewal.

➤ Overdue hold email

- A new email notice for overdue items will be sent only for overdue items that have holds. The language in this message will be tailored to indicate that others are waiting.

➤ Blocked without fees

- Accounts with items 15 days late are blocked without fees. Return of these items will automatically reopen the account for borrowing.

➤ Replacement Costs

- Items are billed for replacement at 30 days overdue.
- Replacement and processing are waived if item is returned.

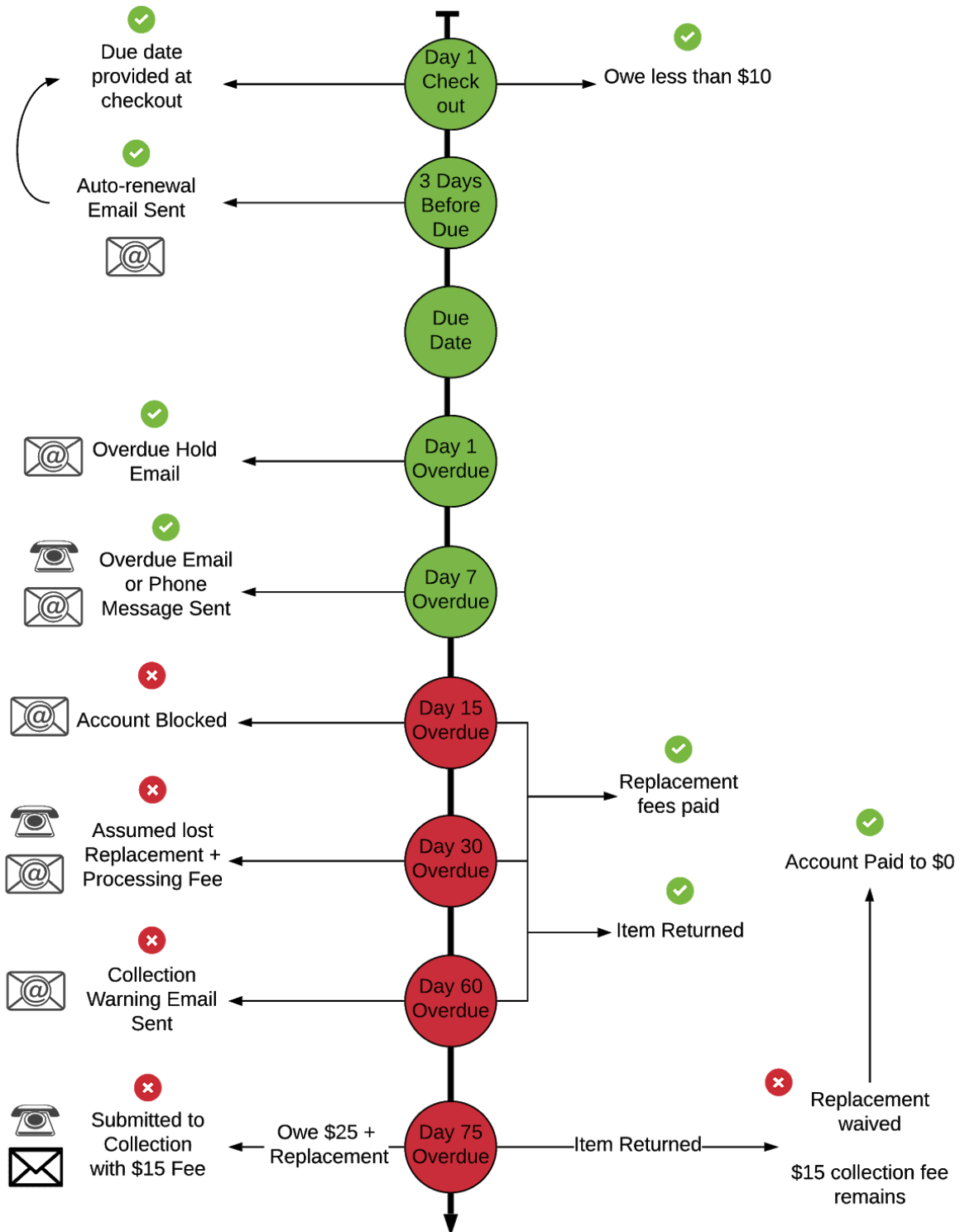
➤ Collection Agency

- 45 days after billing (75 days late), accounts with \$25 or more in replacement fees are automatically referred to collection. A non-refundable \$15 charge is applied.
- Accounts in collection must be paid to \$0 to borrow again.

Notice Summary:

1. Email 3 days before the due date alerting to success or failure of auto-renewal.
2. Email 1 day after the due date for items with holds.
3. Email or phone call 7 days after the due date.
4. Email or phone call 30 days after the due date (bill).
5. Email 60 days after the due date (15 days before collection).
6. Letters and phone calls 75 days after due date by collection agency.

Fine Free Process



What happens if we do it?

What can we predict about the impact of going fine free?

1. **Costs**
2. **Overdue returns**
3. **Circulation**
4. **Holds and ordering**
5. **Access**
6. **Support for the library**

Costs

- If we eliminate late fines, we will have to make up around 2.6%, or around \$120,000, of our revenue elsewhere.
- If we eliminate late fines, we can seriously consider the elimination of fee payment at the self checks and through the website. This will include eliminating costs associated with the equipment and services. Service fees for credit card transactions will also be reduced for payments taken at the Accounts desk, as there are far fewer transactions for lost and damaged items.
- Some libraries do report an increased return of lost materials as patrons realize they won't be penalized for the late return. This could potentially translate into a reduction of expenses on ordering replacement items. One library in our survey reported this as being the case.
- A major source of friction between staff and patrons will be removed.

Overdue returns

- Research indicates that we may experience a short term increase in overdues but should expect a lower long term overdue rate. Most of the respondents in our survey reported no change in overdue rates. Adding

auto-renewal into the mix will likely result in little change in overall overdue.

Circulation

- We can expect some probable increase from return of patrons formerly blocked or afraid of fines.
- Auto-renewal will by default bump our circulation stats up. It is possible to separate out renewal stats from first time checkout stats.
- As noted before some libraries report an overall increase in circulation after this change. Our survey showed the same result.

Holds and ordering

- As noted before, one practical concern we had about eliminating fines was the potential increase in hold queue wait time and/or a need for increased spending to purchase additional copies to fill holds.
- Again, other libraries and respondents to our own survey report no change in this area.
- We will monitor this but expect no serious change.

Access

- 35,541 registered patrons would benefit from eliminating and waiving late fees.
- 12,766 currently blocked patrons would be closer to regaining access, while 5,812 would immediately be eligible to borrow again.

Support for the library

- Fine elimination is universally reported as increasing positive perceptions of the library and improves relations between staff and patrons.
- From our survey a library in Colorado reports, “In my personal opinion, all libraries should have eliminated fines years ago. It has been one of the best investments our library could have made in improving the customer

experience. It has also been a great benefit to staff morale, because they no longer have to have difficult conversations with customers over 25 cents in overdue fines. These two things far outweigh any other numeric benefits you see from removing fines as a barrier to access.” Several others expressed the wish that they had made the change sooner.³⁵

Conclusion

The traditional reasons for charging late fines do not adequately justify their use. Research does not support the idea that they ensure on time return of materials. Although we do raise revenue with fines, the American Library Association and our own Values strongly suggest we should find other ways of funding. Encouraging responsibility in the community is important, but far outweighed by our primary mission of ensuring access. Furthermore, late fines are inequitable, impacting most those who can afford them the least.

With the elimination of late fines, the library will incentivize the timely return of materials by temporarily blocking access based on a reasonable schedule. Patrons will continue to be held accountable for lost and damaged items. With a combination of auto-renewals and an adjusted notice schedule, we will seek to balance individual access with widespread availability of materials.

Based on research, we can reasonably expect a positive outcome. Although revenue traditionally obtained through late fines will need to be made up elsewhere, we can expect reduced costs in technology and staff time. Long term overdue returns will likely not increase, while an overall increase in circulation may occur. There will absolutely be an increase in patron access. Support from our already supportive community will almost certainly increase.

We believe that a great community deserves a great library. This is a great library largely because of the love and support it has received from the community. Let us return that love and support, and imagine more.

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List of some libraries reporting no long term change in overdue returns:

- Addison Public Library - Illinois
- Alameda County Library - California
- Algonquin Public Library - Illinois
- American School Library - Brazil
- Amos Memorial Library - Ohio
- Columbus Metropolitan Library - Ohio
- Daniel Boone Regional Library - Missouri
- Dayton Metro Library - Ohio
- Dedham Public Library - Mass
- Dubuque Public Library - Iowa
- Ela Area Public Library - Illinois
- Enoch Pratt Library - Maryland
- Floyd Memorial Library - New York
- Gleason Public Library - Mass.
- Milton Public Library - Vermont
- Salt Lake Public Library - Utah
- Vernon Area Public Library - Illinois
- Vigo County Library - Indiana
- Anythink Libraries - Colorado
- Sheldon Public Library - Iowa
- Berkeley Public Library - California
- Saint Paul Public Library - Minn.
- Nashville Public Library - Tennessee

Imagine! Libraries - Montana
Arapahoe Library District - Colorado
Meridian Library District - Idaho
Eagle Mountain Public Library - Utah
Oak Park Public Library - Illinois
Harrison Memorial Library - California
Hays Public Library - Kansas
Harrison County Public Library - Indiana
Canastota Public Library - New York
Mesquite Public Library - Texas
Thomas Crane Public Library - Mass.
Libraries Tasmania - Tasmania

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List of some libraries reporting no impact on holds and ordering:

Algonquin Area Public Library District - Illinois
Berkeley Public Library - California
City of Saint Paul Public Library - Minnesota
Denver Public Library - Colorado
Ela Area Public Library District - Illinois
Evansville Vanderburgh Public Library - Indiana
Gleason Public Library - Mass
Nashville Public Library - Tennessee
Oak Park Public Library - Illinois
Salt Lake Public Library -Utah
San Diego Public Library - California
San Jose Public Library - California
San Rafael Public Library - California
Vernon Area Public Library District - Illinois
Joplin Public - Missouri
Anythink Libraries - Colorado
Contra Costa County Library - California

Sheldon Public Library - Iowa
Berkeley Public Library - California
Dayton Metro Library - Ohio
Denver Public Library - Colorado
Saint Paul Public Library - Minnesota
Nashville Public Library - Tennessee
Fargo Public Library - North Dakota
Imagine! Libraries - Montana
Arapahoe Library District - Colorado
Meridian Library District - Idaho
Eagle Mountain Public Library - Utah
Oak Park Public Library - Illinois
Fort Scott Public Library - Kansas
Bangor Public Library - Maine
Hays Public Library - Kansas
Awen Cultural Trust - United Kingdom
Jervis Public Library - New York
Hamilton Public Library - New York
Middleville Free Library - New York
Harrison County Public Library - Indiana
Canastota Public Library - New York
Abington Public Library - Mass.
Casey Cardinia Libraries - Australia
Ventress Memorial Library - Mass.
Morrisville Public Library - New York
Thomas Crane Public Library - Mass.

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Graham, R. (2017);

Meyer, Robert S (1972);

Morehart, P. (2018 Feb 11);

Paraschiv, P. (2018 Sept 7);

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List of some libraries reporting steady or increased circulation:

Alameda County Library - California
C. E. Weldon Public Library - Tennessee
Enoch Pratt Library - Maryland
High Plains Library District - Colorado
Salt Lake Public Library - Utah
San Rafael Public Library - California
Stark County Library District - Ohio
Vancouver Island University - Canada
Vigo County Library - Indiana
Contra Costa County Library - California
Sheldon Public Library - Iowa
Saint Paul Public Library - Minnesota
Nashville Public Library - Tennessee
Fargo Public Library - North Dakota
Arapahoe Library District - Colorado
Meridian Library District - Idaho
Evansville Vanderburgh Public Library - Indiana
Eagle Mountain Public Library - Utah
Oak Park Public Library - Illinois
Harrison Memorial Library - California
Burlingame Public Library - California
Fort Scott Public Library - Kansas
Bangor Public Library - Maine
Hays Public Library - Kansas
Awen Cultural Trust - United Kingdom
Jervis Public Library - New York
Hamilton Public Library - New York
Middleville Free Library - New York
Harrison County Public Library - Indiana
Canastota Public Library - New York
Dunham Public Library - New York
Abington Public Library - Mass.
Casey Cardinia Libraries - Australia
Morrisville Public Library - New York
Libraries Tasmania - Tasmania

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List of some libraries reporting cost to collect was greater than what they took in:

- Andover Public Library - Kansas
- Brigham Young University - Utah
- Coalinga District Library - California
- Dakota County Library - Michigan
- Daniel Boone Regional Library - Missouri
- Dedham Public Library - Mass.
- Douglas County Library - Oregon
- Dover Town Library - Mass
- Gleason Public Library - Illinois
- Salt Lake Public Library - Utah
- San Diego Public Library - California

Vernon Area Public Library - Illinois

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List of some libraries reporting improved customer experience:

- Alameda County Library System - California
- Berkeley Public Library - California
- City of Saint Paul Public Library - Minnesota
- Dayton Metro Library - Ohio
- Dedham Public Library - Mass
- Denver Public Library - Colorado
- Evansville Vanderburgh Public Library - Indiana
- Floyd Memorial Library - New York
- Gleason Public Library - Mass
- Nashville Public Library - Tennessee
- Oak Park Public Library - Illinois
- Rensselaer Polytechnic Institute Library - New York
- Rowley Free Public Library - Mass
- Salt Lake County Public Library -Utah
- San Diego Public Library - California
- San Jose Public Library - California
- Vancouver Island University library - Canada
- Vernon Area Public Library - Illinois

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Inklebarger, T. (2016, Dec 5). No more late fines at the library? Change reduces revenue but offers greater access to items;

Kansas City Public Library (27 June 2019). No More Library Late Fines. Seriously;

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List of some libraries citing equity concerns:

- Chicago Public Library - Illinois
- Denison Library - Ohio
- Enoch Pratt Public Library - Maryland
- Fort Vancouver Library - Canada
- Kansas City Public Library - Kansas
- Lincoln City Libraries - Nebraska
- New York Public Library - New York
- Oak Park Public Library - Illinois
- San Francisco Public Library

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