

## Current APL Policies on Fines and Fees

### Current Checkout Limits

Total Limit	Videos	CDs	Audiobooks	Videogames	Hold Limit
75	25	25	--	5	25

### Loan Rules

Most library materials	Audiobooks	Kids Items	Music	Short Loan	Magazines	Videos & Videogames	ILL	Equipment
28/3 (28 days, 3 renewals)				14/3		7/3	21/0	1 or 3 or 7
\$.10/\$5 (fine per day/max fine per item)							\$1/\$25	\$1/\$10
Checkout is blocked when account balance is over \$5								

### Timeline for Notices and Collection Agency

Timeline	Email and Text	Mail
1 day before due date	Courtesy notice sent	-
3 days overdue	Overdue notice sent	Overdue notice mailed
14 days overdue	Overdue notice sent	-
28 days overdue	Bill is mailed to address in library account	
45 days overdue	Accounts owing \$50 or more are referred to UMS. A non-refundable \$10 collection fee is charged.	
46 days overdue	UMS mails a letter	
67 days overdue	UMS begins calling	
UMS continues to send letters and make phone calls.		

### APL Cardholders

Adult	Juvenile	Community	Walking Books	Internet Only	Total
58,764	20,790	646	47	384	*81,065

\* Total also includes employee, institution, internal, ILL, Book Club, and Teacher Cards

### APL Outstanding Fines and Bills

Patrons	Total Owed in Fines	Total Owed in Bills
Expired Accounts (as of 11/3/19)	\$260,029.57	\$394,823.98
Not Expired Accounts	\$63,372.18	\$95,548.89
Total Money Owed	<b>\$323,401.75</b>	\$490,372.87
Total Fines and Bills		\$813,774.62

### Collection Agency Data

2019	Oct
Accounts Submitted	1469
Dollars Submitted	\$222,310.72
Accounts Activated	789
Dollars Activated	\$119,679.82
% of Accounts Activated	69.09
Dollars Received	\$37,114.63
Materials Returned	\$50,410.86
Dollars Waived	\$3,399.69

### Miscellany

Fines collected in last 12 months: \$30,500.30 in person/\$6,292.71 online

Patrons blocked from checkout: 17,824 (22%)

Adults: 11,653

Juveniles: 5,711

Community Cards: 338

Average amount owed: \$39.13