

# FAQ

## **Why is Troy-Miami County Public Library eliminating overdue fines?**

Our goal as a public library is to serve our community and provide equitable access to library programs, services, and materials. By charging no late fines we hope to make our libraries an even more welcoming space to all. In looking at our experience of going fine free temporarily and after much industry research we have found that:

- **Elimination of fines results in higher library use and increased customer satisfaction.**
- **Fines do not effectively incentivize on-time returns.**
- **Overdue fines negatively impact library use, particularly by lower-income people.**
- **Fines are about 1% of the libraries revenue**

As a result of these findings, the Troy-Miami County Public Library Board of Trustees approved the elimination of fines for the late return of library materials.

## **Will my existing overdue fine be waived?**

Patrons who accrued overdue fines before September 1, 2019 , can have those fines waived by visiting any library location in person. This includes the Troy Library, Oakes-Beitman Memorial Library in Pleasant Hill , and the Troy Bookmobile. Charges for lost or damaged will not be waived as well charges that have been assessed by other libraries.

## **What if a patron never returns an item?**

In order to ensure that library materials are returned, TMCPL will charge patrons replacement fees when an item has been overdue for 21 days. Once an item is returned to the library, the replacement fee will be removed from the patron's account. The Library may block accounts with excessive charges until items are returned or the charges are paid down. Overdue notices will be sent to patrons at 3 and 14 days for an item.

## **Can my borrowing privileges be affected if there is no fines?**

In order to ensure that library materials are returned, TMCPL will charge patrons replacement fees when an item has been overdue for 21 days Users owing more than \$10 in fees or having more than 10 items overdue will lose borrowing privileges. Once an item is returned to the library, the replacement fee will be removed from the patron's account and borrowing privileges restored once the balance is under \$10.

## **What if I want an item another patron has overdue?**

We recommend that you place reserves or holds on checked out items you want. Placing a hold will block the item from being renewed and deliver it to the library of your choice upon it's return. You'll receive a notification by email or text when the item arrives at your preferred library, and you will have 7 days to check it out.