



San Francisco Public Library

LIBRARY FINES & FEES AMNESTY PROGRAM

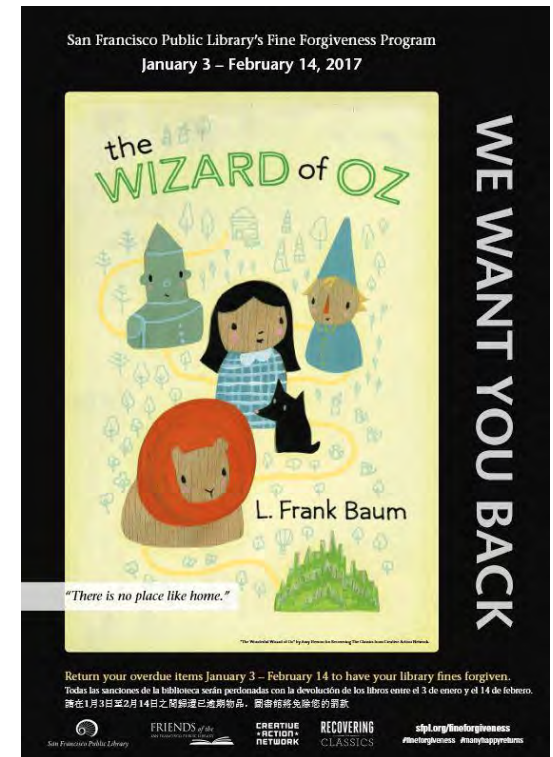
SFPL COMMISSION

3.16.17

San Francisco Public Library

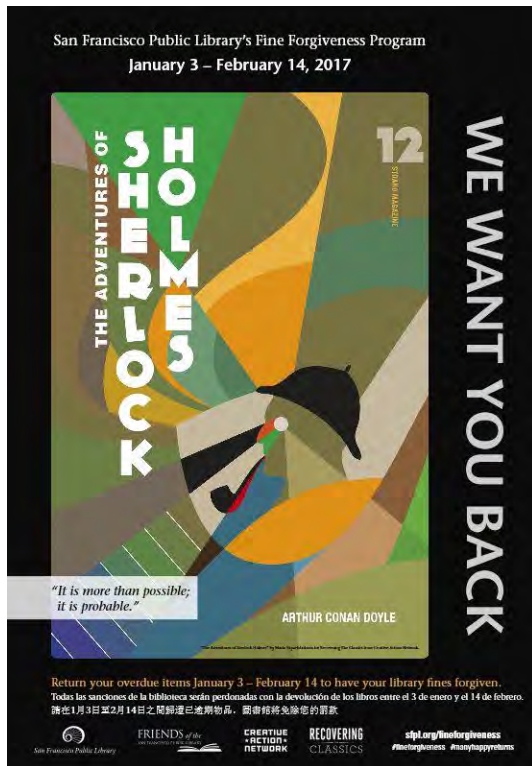
SFPL Fine Amnesty Goals

- Recover library materials
- Eliminate barriers to access
- Welcome back patrons
- Increase library patronage and usage



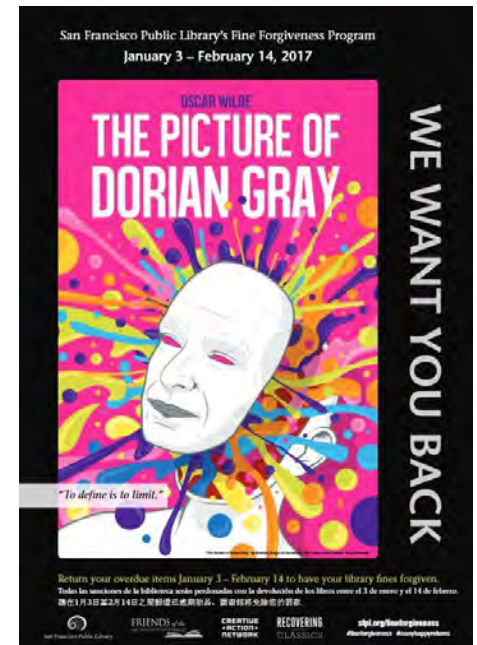
Desired Outcomes

- Reconnect residents with SFPL
- Recover materials from **29,554** patrons with billed items
- Restore access to **55,256** patrons who owe \$10.01 or more



Achieved Outcomes

- Restored library access to **5,067** patrons who owed \$10.01 or more
- Forgave **\$329,797** fines for more than **10,000** library users
- Returned **12,246** books & materials that were more than 60 days overdue!



2017 SFPL AMNESTY PROGRAM

COMPARISONS

Replacement Value of Recovered Library Materials and Foregone Revenue			
	1998 (2 week program)	2009 (2 week program)	2017 (6 week program)
Library Material Returned - 1-60 days overdue	10,764	26,077	*699,563
Library Material Returned - over 60 days overdue	<u>1,194</u>	<u>3,151</u>	<u>12,246</u>
Total Library Material Returned	11,958	29,228	711,809
Estimated Replacement Value of Recovered Library Materials over 60 days overdue	\$25,074	\$78,775	\$236,490
Estimated Foregone Fine Revenues from Overdue Library Materials	\$16,734	\$39,410	**\$329,797

*All returned library materials

**All overdue fines erased for patrons

San Francisco Public Library's Fine Forgiveness Program 2017

More than **10,000** patrons had their fines forgiven



5,067 patrons had their
borrowing privileges restored



Fines forgiven:

\$329,797



699,563 total items returned

12,246 items returned more
than 60 days overdue



Value of long overdue items:

\$236,490

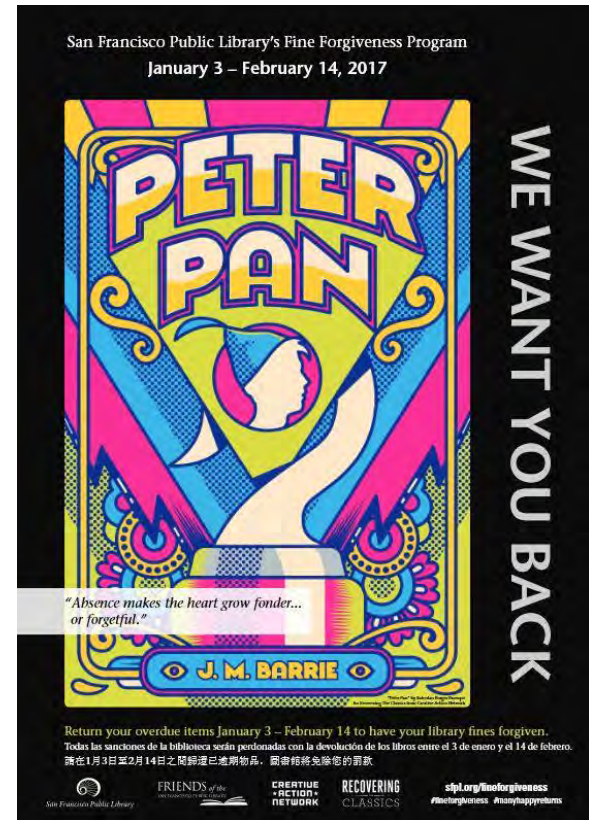


100 years past due — most overdue



SFPL Amnesty Evaluation

- Rate of return for 60+ days overdue materials was **5.4 times** greater than normal
- Library social media accounts added **2,000 followers**
- More than **500** people entered raffles to win Fine Forgiveness Art Posters
- Approx. **1,000** users signed up for Library eNews



SFPL Amnesty Awareness

People **humaninterest**

NEWS

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HUMAN INTEREST

San Francisco Library Receives 100-Year Overdue Book Ironically Entitled *Forty Minutes Late*

BY STEPHANIE PETIT

POSTED ON JANUARY 16, 2017 AT 10:11AM EST

Century-Old Books, Overdue Inheritances, And More Tales From The SF Library's Fine Forgiveness Drive



Photos: Courtesy of the San Francisco Public Library

SFGATE LOCAL NEWS SPORTS BUSINESS A&E FOOD LIVING TRAVEL REAL ESTATE C

Library fine amnesty lets laggards turn over a new leaf

By Lizzie Johnson Updated 3:53 pm, Monday, February 27, 2017



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Library Book a Century Overdue Returned in San Francisco

By GENEVIEVE SHAW BROWN • Jan 18, 2017, 5:38 PM ET

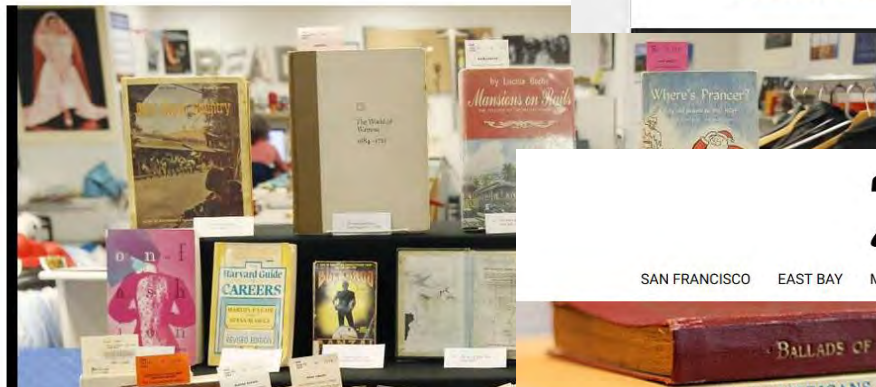
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SOCIETY

OVERDUE BOOK RETURNED TO SAN FRANCISCO LIBRARY, 100 YEARS LATER

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