



San Francisco Public Library

100 Larkin Street, San Francisco, CA 94102

MEMORANDUM

DATE: November 13, 2017

TO: San Francisco Library Commission

FROM: Luis Herrera, City Librarian

RE: Partnership with Office of Treasurer & Tax Collector – Bureau of Delinquent Revenue

Background

As part of the patron responsibilities for San Francisco Public Library membership, library account holders are bound by certain borrowing limits for library materials, including a loan period of 21 days and up to 3 renewals of 21 days each. As outlined by Section 8.21-2 of the Administrative Code - Library Fines and Fees Schedule, overdue materials on adult accounts accrue overdue fines at a rate of \$0.10 a day up to a maximum accrual of \$5.00 per item. All accounts for every patron type (Children, Young Adult, Adult, Senior) are subject to fees for lost or damaged items. Cumulatively the accrual of these overdue fines and library fees represent a substantial outstanding liability for the 134,504 active borrowers owing \$3,687,638.40.

FY18 – Collections Initiative Pilot

Continuing upon recent efforts to update the Library Fines & Fees Schedule and forgive outstanding library fines and fees, the Library is now poised to embark upon a collaborative effort with the Office of Treasurer & Tax Collector – Bureau of Delinquent Revenue to notice patrons with balances of \$100 or more on their accounts. The Office of Treasurer & Tax Collector – Bureau of Delinquent Revenue is uniquely positioned by Section 10.39 of the Administrative Code to collect all claims for City and County departments. The primary goal of this initiative is to return SFPL patrons' accounts to good standing and restore their full borrowing privileges, as well as recover any overdue materials in a billed status. Under the terms of this partnership, the Bureau of Delinquent Revenue would stagger the direct mailing of 3 notices with 3 email notifications to library patrons with account balances at or exceeding the \$100 threshold. Their processes for recovering material and revenue would be consistent with their collection efforts for other City and County of San Francisco departments, however the library collections initiative will not entail any punitive impact on individuals' credit scores. The Library will assess the results of the Bureau of Delinquent Revenue's collections efforts at the conclusion of the fiscal year for prospective continuation of the partnership.