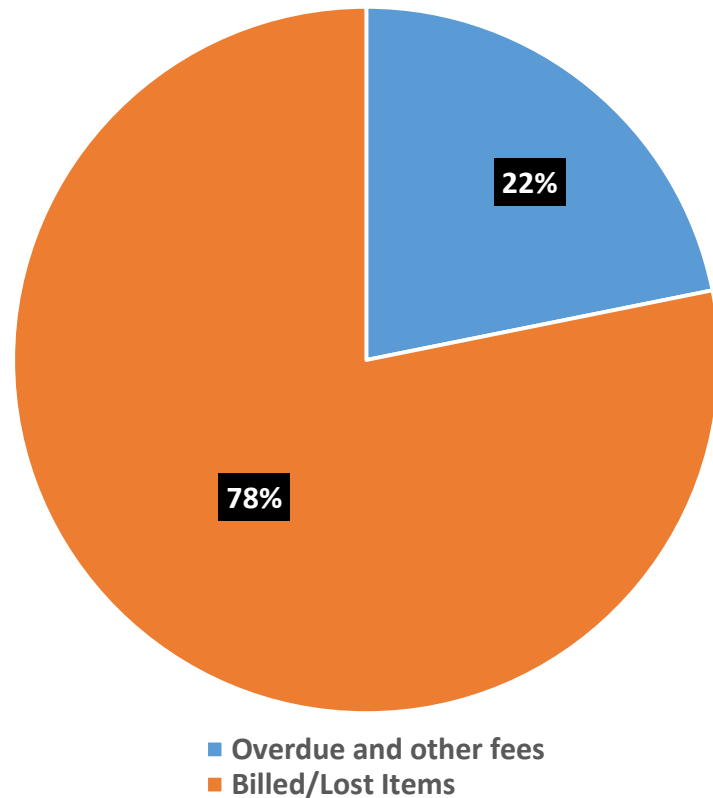


SFPL Accounts Collections Initiative

Library Commission Meeting
November 16, 2017

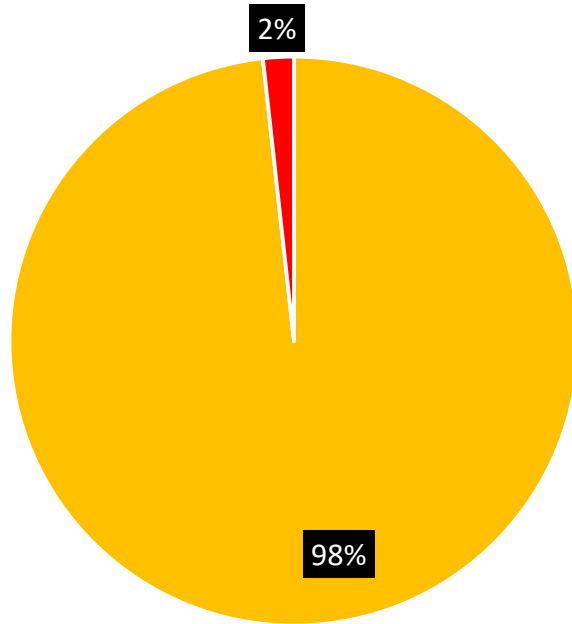
Key Issue: Outstanding Liability



- \$6.4M liability
- Fines & fees from 1990s - present
- 78% stemming from billed/lost items

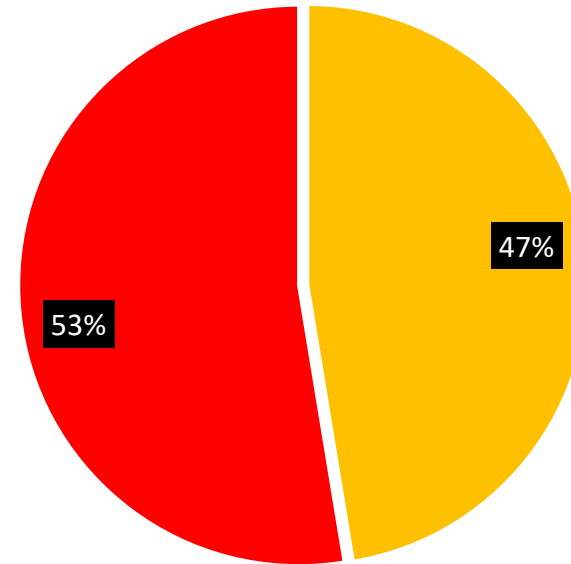
Key Issue: Impacted Borrowers

All Borrowers



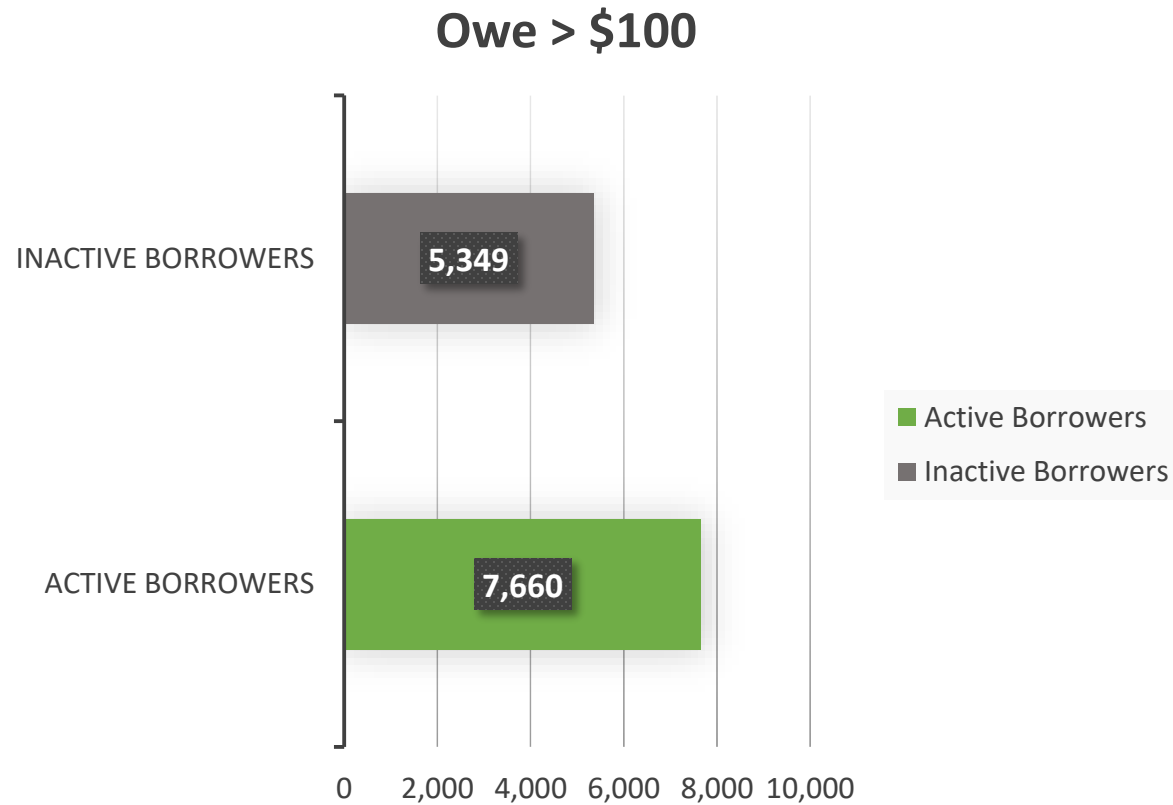
- Patrons owing < \$100
- Patrons owing > \$100

Liability Breakdown



- \$ owed by patrons owing < \$100
- \$ owed by patrons owing > \$100

Key Issue: Inactive Borrowers



Treasurer & Tax Collector Bureau of Delinquent Revenue

Engage in a community collections initiative to

- recover resources and restore library access with San Francisco Office of the Treasurer and Tax Collector's Bureau of Delinquent Revenue and
- leverage TTX/BDR's mechanisms to resolve debt on a case-by-case basis.

Shared Goals

- Recover physical materials from patrons with billed items
- Restore borrowing privileges to many Library patrons
- Lower the Library's outstanding liability
- Increase Library patronage and usage

Timeline of Library Record Restoration Initiative

