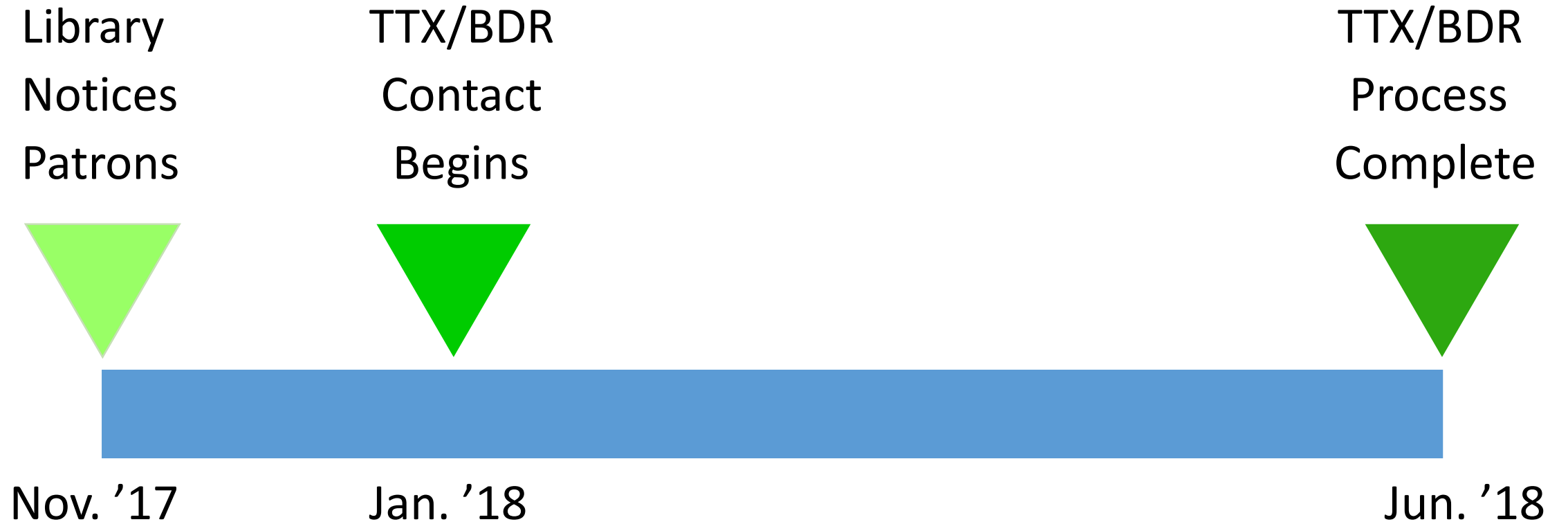


SFPL Accounts Collections Initiative Report

Library Commission

July 19, 2018

Timeline of Initiative



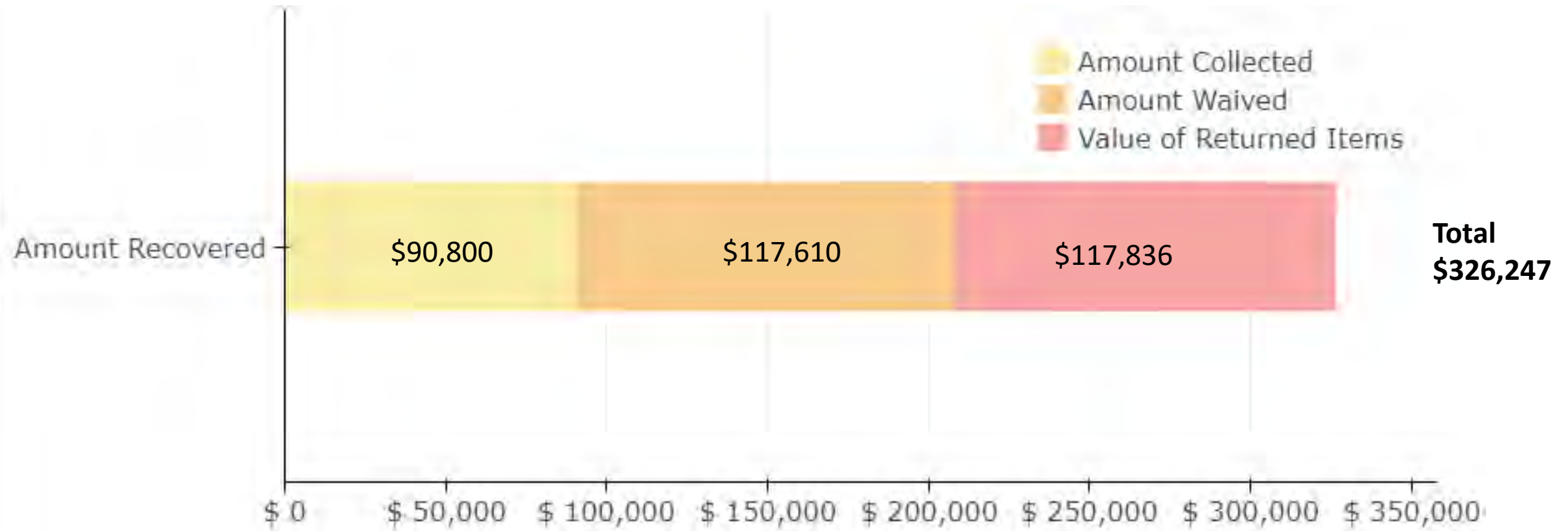
Project Goal and Outcome: Recover Materials

- Goal: Recover physical materials from patrons with billed items
- Outcome: 5,160 cataloged items worth \$117,836.25 were returned

Project Goal and Outcome: Restore Borrowing Privileges

- Goal: Restore borrowing privileges to as many as 11,012 patrons
- Outcomes:
 - 895 patrons now owe less than \$10
 - 195 patrons now owe more than \$10 and less than \$100

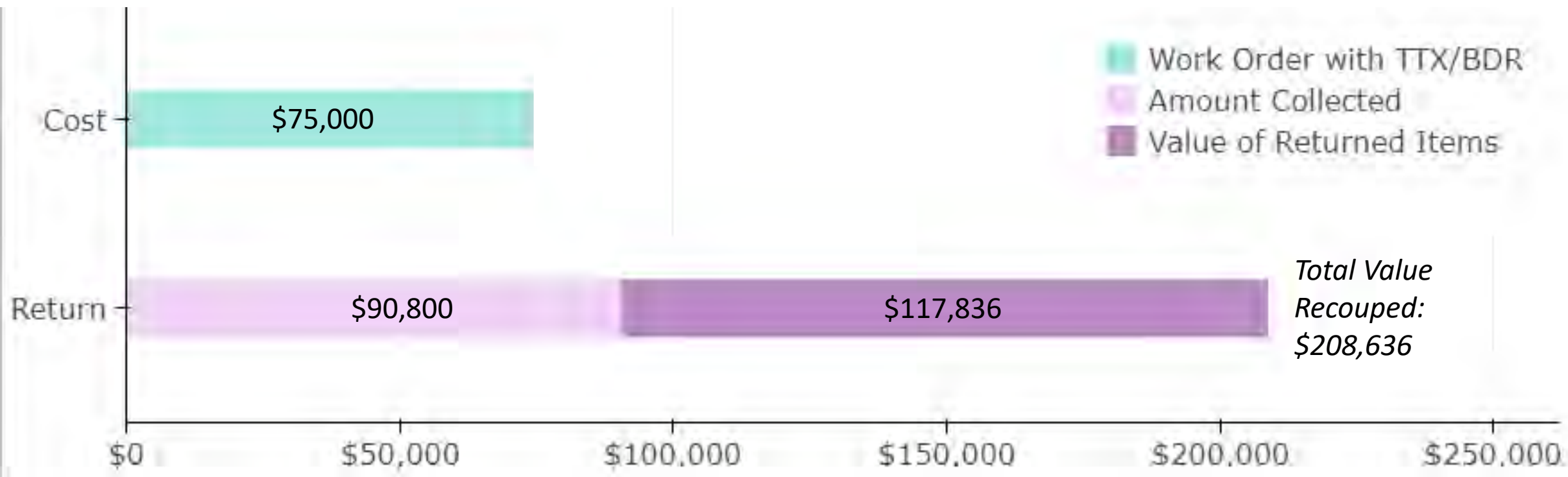
Project Goal and Outcome: Lower Outstanding Liability



Project Goal and Outcome: Increase usage of the Library

- Goal: Increase Library patronage and usage
- Outcome: 1,341 patrons have re-engaged with SFPL

Overall Outcome of Initiative



Lessons Learned

- Recovery process is most effective with recent debt
- Patrons responded well to a compassionate, need-sensitive approach
- The initiative informed improvements to the Library's regular procedures for patron and collection database maintenance

Next Steps

- Continue to leverage TTX/BDR's mechanisms to resolve debt on a case-by-case basis
- Regularize a monthly process through work order with TTX/BDR
- Continue to serve as excellent stewards of our physical collections

Questions?