

Bloomington Public Library Board of Trustees
Planning, Policies, and Programs Committee

Thursday, November 1, 2018
5:30 p.m.

William C. Wetzel Reading Room
Bloomington Public Library

Minutes

I. Call to Order

Susan Mohr, Chair, called the meeting to order at 5:30 p.m.

II. Roll Call

Members present: John Argenziano, Van Miller (arrived at 5:32 p.m.), Julian Westerhout, Susan Mohr

Members absent: Kiasha Henry

Others present: Jeanne Hamilton, Caprice Prochnow, Colleen Shaw

III. Introductions

IV. Public Comment

There were no public comments.

V. Approval of Minutes

A. September 6, 2018

John Argenziano moved, Julian Westerhout seconded, to approve the minutes from the September 6, 2018 meeting with the amendment to the date. The motion carried unanimously.

VI. New Business

A. Discuss Automatic Renewals for Library Checkouts

Director Hamilton shared that has provided the memo again that was presented at the September Board meeting. She went on to say that the Librarian II Committee (all the librarians that are managers) along with Jon Whited, IT Manager met and discussed the possible options and the consensus was that option 3 is preferable. Director Hamilton stated that option 3 would entail implementing a new ILS system, and not migrating any existing fine balances and waiving lost items that have been lost for more than 5 years, and then return the policies to the status quo. She went

on to say that after this, there would be tracking to see how long it takes customers to build up fines again, and then revisit this.

Colleen Shaw shared that she reached out to the Champaign Circulation Manager, Kristina Hoerner to inquire about the implementation of auto renewal. The takeaways that Colleen got from the conversation were that customers were thrilled with the service and that there was a 20% increase in circulation numbers, the change has greatly impacted their fine revenue, but an amount was unknown, some customers were a little leery of the system for one reason or another, but overall, customers were very satisfied.

There was discussion on what was presented, and the consensus was that option 3 is a good choice. Director Hamilton will confer with Susan Mohr on preparing a proposal for the full Board to consider.

B. Discuss Collection Agency Referral Program

Colleen Shaw shared that if an account has more than \$50.00 that is owed for fines or lost items for 30 days, the account is referred to Unique Collections. When this occurs, there is automatically a \$10 referral fee that is charged to the customer's account to cover what Unique charges the library. Colleen distributed a document that reflects Unique's timeline on making phone calls and sending letters to customers. Along with this, a sample of Unique's collection letter was distributed. Colleen stated that the credit of those customers sent to Unique will not be affected by this action. She went on to say that there was a decision made on June 15, 2016 with the National Consumer Assistance Plan, Credit Bureaus and 31 State Attorney Generals deciding that library fines, parking tickets, tolls, etc. were not to affect one's credit report. Colleen shared that she works with customers that contact her to discuss their fines and/or lost items, in order to get their accounts back in good standing.

There was discussion and consensus was to let the collection agency referral program remain in place.

VII. Comments from Committee Members

There were no comments from committee members.

VIII. Adjournment

Van Miller moved, John Argenziano seconded, to adjourn the meeting. The motion carried unanimously.

Susan Mohr, Chair, adjourned the meeting at 6:05 p.m.