



CITY COUNCIL WORK SESSION

*****ZOOM Meeting*****

Tuesday, August 11th, 2020 at 6:00 pm
City Council Chambers
13680 NW Main Street
Banks, OR 97106

AGENDA

COVID-19: Due to the emergency declaration resulting from COVID-19 (Coronavirus disease) and protocols, the City Council is limiting in-person contact and encouraging social distancing.

The City Council Work Session will be conducted remotely by video conferencing.

TO LISTEN TO THIS MEETING LIVE

Use the ZOOM App on your electronic device and the following link:

<https://us02web.zoom.us/j/87380092908?pwd=TEZ1ZmZFUGtqU2YwbThPVXkzUzhWZz09>

Meeting ID: 873 8009 2908

Password: 949577

If using phone only (no internet) call 1-253-215-8782

Meeting ID: 873 8009 2908

Password: 949577

CALL TO ORDER

INFORMATION AND DISCUSSION ITEMS

1. Staff response to Councilor questions about any of the August 11th, 2020 Council Meeting Agenda items.
2. Transmission Line Replacement Update – Robert Peacock with Kennedy Jenks
3. WCCLS – Discussion regarding Elimination of Fines & Fees
4. Temporary Business Promotion Signage discussion

COUNCILOR COMMITTEE REPORTS

5. Mayor Edison
 - Banks Economic Development Commission Liaison
 - Sunset Park Association Liaison (Alternate: Councilor Kirk)
 - Washington County Coordinating Committee (WCCC) (Alternate: Councilor Kirk)
 - City Manager Performance Review Sub-Committee

Next City Council Work Session: September 8th, 2020 @ 6:00 P.M.

6. Councilor Jones
 - Banks School District #13 Board Liaison (Alternate: Mayor Edison)
 - Community Development Block Grant/Policy Advisory Board (PAB) (Alternate: Councilor Nelson)
 - City Manager Performance Review Sub-Committee
 - Park, Recreation and Tree Board Liaison (Alternate: Councilor Nelson)
7. Councilor Gregg
 - Internal Audit Sub-Committee
 - Washington County Consolidated Communications Agency (WCCCA) (Alternate Councilor Nelson)
 - Partners for a Sustainable Washington County Committee Executive Sponsor Team (PSWCC) (Alternate: Mayor Edison)
8. Councilor Nelson
 - Banks Fire District #13 Board Liaison (Alternate: Councilor Lyda)
 - Library Advisory Board Liaison (Alternate: Councilor Jones)
 - Metropolitan Area Communications Commission (MACC) (Alternate: Councilor Gregg)
 - Internal Audit Sub-Committee
 - City Manager Performance Review Sub-Committee
9. Councilor Kirk
 - Banks Economic Development Commission Liaison
 - Col-PAC EDD (Columbia-Pacific Economic Development Directors) (Alternate: Councilor Gregg)
 - NWACT (Alternate: Councilor Gregg)
 - Banks Historical Society Liaison (Alternate: Councilor Gregg)
10. Councilor Harold-Heine
 - West Tuality Habitat for Humanity (Alternate: None)
 - Internal Audit Sub-Committee
11. Councilor Lyda

ADJOURN

WCCLS Executive Board

July 22, 2020 meeting slides



Meeting logistics

- If you are having technical issues, try leaving the meeting and calling in again using the phone; our ability to troubleshoot for individuals is limited, but we can try! Send Crystal Trice a private chat message.
- This meeting is not being recorded except for minutes as usual
- Please mute yourself unless you are speaking
- Library directors and WCCLS staff – please don't use the chat for comment on the agenda topics 😊
- No public comment on the agenda today

Agenda

- 1 pm: Call to order and introductions
- Consent agenda
- WCCLS' commitment to racial justice
- Review proposal to eliminate overdue fines
- Digital collection usage and financial impact
- 2 pm: adjourn

WCCLS' commitment to racial justice

Strategic Plan: FY 20–22

The FY 20-22 WCCLS Strategic Plan was approved July 24, 2019 by the Executive Board.

The strategic planning process took 6 months, including a comprehensive Insight Report with feedback from 360+ stakeholders, interactions with multiple focus groups, and dedicated work from a 7-member strategic planning team with staff from WCCLS and member libraries. [The Coraggio Group](#) facilitated our planning process.

[WCCLS Strategic Plan FY20-FY22](#)

[Washington County Library Insight Report \(May 2019\)](#)

[WCCLS' Commitment to Racial Justice](#)

Strategic Plan Implementation Reports

June 2020

May 2020

April 2020

March 2020

February 2020

January 2020

December 2019

November 2019

Words are powerful. They communicate ideas about us as people and shape the world we live in. Libraries are institutions that were built around the power of the written word and the understanding that open access to books and information is foundational to an equitable society and a healthy democracy. Library staff understand the importance of words and we take action to make them available to all. **We also acknowledge the [historical legacy of unequal access](#) that public libraries have in the United States.**

The words “Black Lives Matter” are powerful. But saying these words is clearly not enough; we also need to act. The recent killings of Breonna Taylor, Ahmaud Arbery and George Floyd have shown once again that systemic change has yet to be realized. Words of support for Black, Indigenous, and people of color ring hollow if they are not supported by deliberate antiracist action.

WCCLS stands in solidarity with communities of color. In addition, **WCCLS is committed to the [Washington County's Board of Commissioners' resolution](#) “to [dismantle] long-standing systems, programs, policies and practices that may have historically created obstacles to the success of people of color, members of ethnic communities and any marginalized group.”** WCCLS' [strategic vision](#) for Washington County is a curious, engaged, and literate community where *everyone* is welcome and thrives.

WCCLS recognizes that we have work to do in realizing our strategic vision and fulfilling the equity resolution of our Board of Commissioners. We are committed to educating ourselves about and dismantling the systemic barriers that we perpetuate as part of the status quo. We are committed to making progress on our [strategic plan](#) objective of increasing participation by underserved populations, including developing an equity framework to review and develop policies that reduce barriers to access, and equipping our leadership team to guide our staff through these changes.

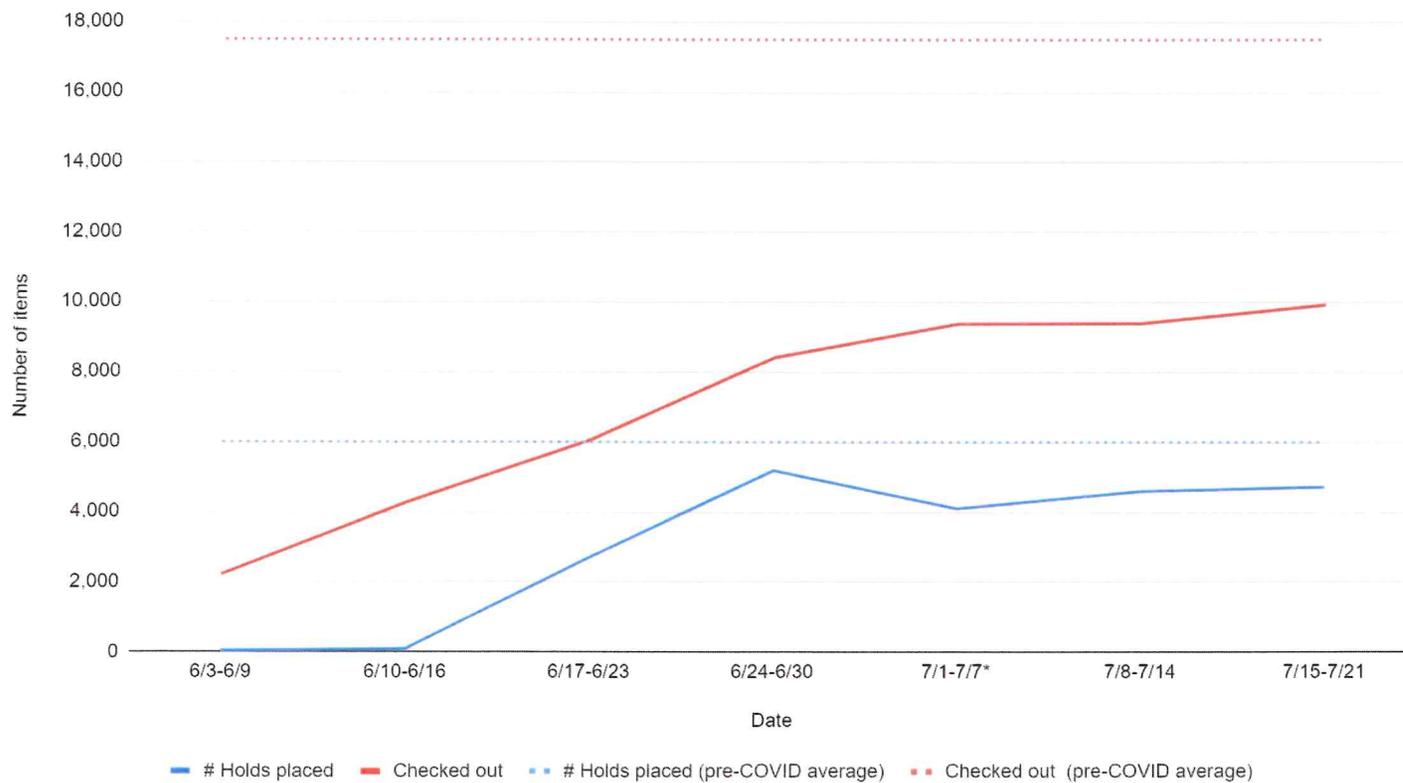
We support the [Coalition of Communities of Color](#), who wrote in their [Leading with Race report](#): “We believe that Washington County is strongest when our communities [of color] thrive, where we are valued and respected, and the assets, strengths and resilience of our communities recognized.” **WCCLS is committed to using our words and our actions to create meaningful change for the people we serve in Washington County.**

Words are powerful. Action more so. We pledge to engage both.



Reopening Statistics

Holdings placed and items checked out: June and July by week



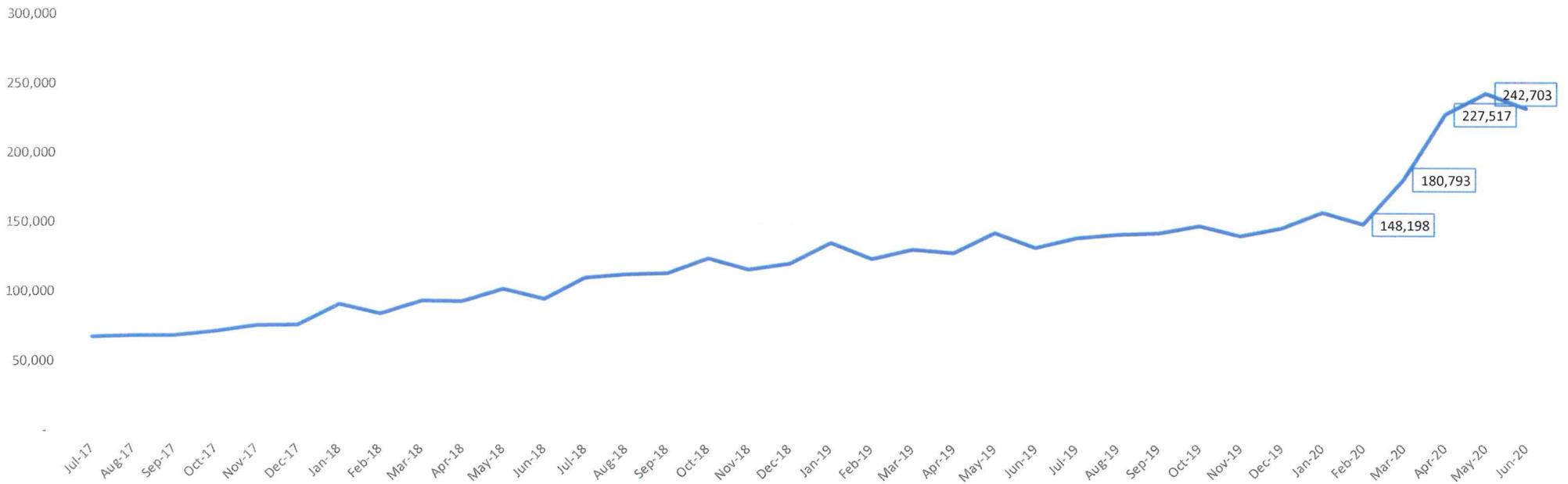
Proposal to eliminate overdue fines

Potential timeline

- July: Executive Board discussion
- September: Executive Board decision
- October or November: WCCLS presents to Board of Commissioners
- January 2021: implementation?

Digital collection use countywide

Monthly digital content checkouts



FY20 e-book and audiobook checkouts by library

Library	July	August	September	October	November	December	January	February	March	April	May	June	FY Total
Abbeville Community Library	1,429	1,406	1,446	1,284	1,344	1,282	1,285	1,288	1,530	2,113	2,133	2,209	18,749
Abbeville Public Library	855	869	858	889	909	885	932	879	1,145	1,452	1,500	1,506	12,679
Abbeville City Library	25,469	24,752	23,806	24,070	23,344	25,239	24,145	25,745	29,017	35,788	39,250	39,419	340,044
Abbeville Murray Scholls	8,004	7,838	7,621	7,802	7,128	7,791	7,315	7,681	8,783	10,092	11,409	11,536	103,177
Abbeville Library	7,717	7,435	7,089	7,106	7,192	7,921	7,410	7,923	10,092	13,224	15,168	15,937	114,214
Abbeville Mill Library	14,270	14,732	13,687	13,607	13,575	15,121	13,917	14,496	16,924	20,746	23,615	23,429	198,119
Abbeville Public Library	756	758	754	771	825	887	812	834	1,090	1,253	1,501	1,344	11,585
Abbeville Public Library	4,703	4,865	4,418	4,574	4,267	4,513	4,302	4,385	5,318	6,058	7,227	7,370	62,000
Abbeville Grove City Library	2,374	2,449	2,240	2,279	2,311	2,374	2,453	2,392	2,769	3,366	4,238	4,125	33,370
Abbeville Home Community Librar	25,274	26,165	24,788	24,964	24,630	26,066	24,940	26,184	29,643	35,945	40,402	40,750	349,751
Abbeville Brookwood Library	4,327	4,116	3,897	4,118	3,932	4,012	3,778	4,121	4,714	5,850	6,187	6,078	55,130
Abbeville Shute Park Branch	152	167	165	142	150	147	113	161	138	170	192	212	1,909
Abbeville Outreach Services	934	877	867	886	818	835	688	813	826	1,088	1,097	1,294	11,023
Abbeville Plains Public Library	5,457	5,494	5,010	5,005	5,000	5,269	5,111	5,423	6,435	8,034	8,680	8,494	73,412
Abbeville Public Library	13,094	13,298	12,765	13,186	12,327	13,661	12,195	12,724	15,129	18,384	20,944	21,741	178,448
Abbeville Public Library	8,203	8,036	7,892	8,047	7,618	7,968	7,558	8,025	9,115	10,951	11,625	11,997	107,035
Abbeville Public Library	3,484	3,670	3,495	3,440	3,325	3,386	3,384	3,582	4,092	4,869	5,518	5,514	47,759
Abbeville Slope Community Library	126,503	126,927	120,798	122,170	118,695	126,360	135,799	127,197	146,787	179,560	200,686	202,955	1,734,437

Financial impact

	FY17-18	FY18-19	FY19-20	FY20-21	
Budgeted	\$ 1,250,000	\$ 1,366,000	\$ 1,450,000	\$ 1,698,000	
Midyear redeployment of resources/library contributions	n/a	n/a	\$ 491,000	\$ 437,100	← anticipated shortfall
Subtotal of budgeted	\$ 1,250,000	\$ 1,366,000	\$ 1,941,000	\$ 2,135,100	← projected as 10% increase from FY19-20
Actual spent on e-books and audiobooks	\$ 1,212,500	\$ 1,426,400	\$ 2,120,000		
E-book and audiobook checkouts	878,536	1,273,639	1,735,213	2,152,473	



Next meeting

- 1:15 pm – 2:15 pm on Wednesday, September 23, 2020 on Zoom

	Fee Totals to Waive & Patron Counts	Overdue item	Processing Charge	Processing Fee	Collection Agency	Remaining Fee Totals	Non-resident card fee	ILL Charge	Miscellaneous fees	NSF charges	Damaged item	Lost Item	Replacement Charge
Cooperative Totals													
Fees assessed in FY19-20	\$402,666.89	\$382,456.89	\$0.00	\$0.00	\$20,210.00	\$1,026,773.80	\$4,762.50	\$399.95	\$3,751.82	\$9.50	\$10,086.40	\$0.00	\$1,007,763.63
Fees actually collected in FY19-20	\$298,963.43	\$285,817.84	\$1,787.55	\$0.00	\$11,358.04	\$88,658.43	\$4,480.00	\$322.40	\$3,005.67		\$6,662.62	\$6.50	\$74,181.24
Total amount to waive from accounts	\$1,481,920.52	\$1,037,001.86	\$284,263.45	\$645.00	\$160,010.21		\$0.00						
Total registered patrons (snapshot from 06/30/20)	337,741												
Total patrons who would see fines waived	111,487												
Total patrons currently blocked at \$20	24,032												
Total patrons who would remain blocked at \$20 after waive	11,832												
Total patrons freed to use the library again	12,200												
Aloha Community Library													
Fees assessed in FY19-20	\$7,217.10	\$7,217.10	\$0.00	\$0.00	\$0.00	\$13,164.12	\$0.00	\$0.00	\$0.00	\$0.00	\$75.93	\$0.00	\$13,088.19
Fees actually collected in FY19-20	\$4,920.33	\$4,792.33	\$5.00	\$0.00	\$123.00	\$989.79	\$0.00	\$0.00	\$1.00	\$0.00	\$22.48	\$0.00	\$966.31
Total amount to waive from accounts	\$7,139.10	\$4,744.10	\$1,515.00	\$0.00	\$880.00								
Total registered patrons (snapshot from 06/30/20)	6,675												
Total patrons who would see fines waived	681												
Total patrons currently blocked at \$20	146												
Total patrons who would remain blocked at \$20 after waive	98												
Total patrons freed to use the library again	48												
Banks Public Library													
Fees assessed in FY19-20	\$2,929.80	\$2,929.80	\$0.00	\$0.00	\$0.00	\$7,572.65	\$0.00	\$0.00	\$1.00	\$0.00	\$2.00	\$0.00	\$7,569.65
Fees actually collected in FY19-20	\$1,930.14	\$1,890.14	\$0.00	\$0.00	\$40.00	\$408.76	\$0.00	\$0.00	\$9.80	\$0.00	\$41.43	\$0.00	\$357.53
Total amount to waive from accounts	\$6,098.01	\$4,780.58	\$757.18	\$5.00	\$555.25								
Total registered patrons (snapshot from 06/30/20)	2,026												
Total patrons who would see fines waived	719												
Total patrons currently blocked at \$20	104												
Total patrons who would remain blocked at \$20 after waive	57												
Total patrons freed to use the library again	47												
Beaverton City Library													
Fees assessed in FY19-20	\$73,825.75	\$73,815.75	\$0.00	\$0.00	\$10.00	\$227,579.08	\$1,122.50	\$0.00	\$22.25	\$0.00	\$1,834.78	\$0.00	\$224,599.55
Fees actually collected in FY19-20	\$51,443.04	\$48,546.10	\$468.95	\$0.00	\$2,427.99	\$14,057.76	\$560.00	\$0.00	\$66.95	\$0.00	\$874.53	\$0.00	\$12,556.28
Total amount to waive from accounts	\$445,081.48	\$301,143.80	\$94,137.89	\$160.95	\$49,638.84								
Total registered patrons (snapshot from 06/30/20)	83,408												
Total patrons who would see fines waived	25,947												
Total patrons currently blocked at \$20	7,133												
Total patrons who would remain blocked at \$20 after waive	4,013												
Total patrons freed to use the library again	3,120												

	Fee Totals to Waive & Patron Counts	Overdue item	Processing Charge	Processing Fee	Collection Agency	Remaining Fee Totals	Non- resident card fee	ILL Charge	Miscellaneous fees	NSF charges	Damaged item	Lost Item	Replacement Charge
Beaverton Murray Scholls													
Fees assessed in FY19-20	\$20,940.00	\$20,930.00	\$0.00	\$0.00	\$10.00	\$64,254.22	\$0.00	\$0.00	\$5.00	\$0.00	\$577.39	\$0.00	\$63,671.83
Fees actually collected in FY19-20	\$16,298.62	\$15,669.36	\$64.26	\$0.00	\$565.00	\$4,738.13	\$0.00	\$0.00	\$14.15	\$0.00	\$402.19	\$0.00	\$4,321.79
Total amount to waive from accounts	\$57,488.32	\$41,862.16	\$9,796.17	\$5.00	\$5,824.99								
Total registered patrons (snapshot from 06/30/20)	16,774												
Total patrons who would see fines waived	5,379												
Total patrons currently blocked at \$20	918												
Total patrons who would remain blocked at \$20 after waive	487												
Total patrons freed to use the library again	431												
Bethany Library													
Fees assessed in FY19-20	\$20,911.56	\$20,911.56	\$0.00	\$0.00	\$0.00	\$47,581.69	\$0.00	\$0.00	\$44.00	\$0.00	\$101.90	\$0.00	\$47,435.79
Fees actually collected in FY19-20	\$18,286.40	\$17,677.67	\$57.24	\$0.00	\$551.49	\$5,318.08	\$0.00	\$10.00	\$39.00	\$0.00	\$182.78	\$0.00	\$5,086.30
Total amount to waive from accounts	\$29,856.70	\$23,827.82	\$3,663.88	\$15.00	\$2,350.00								
Total registered patrons (snapshot from 06/30/20)	18,878												
Total patrons who would see fines waived	4,255												
Total patrons currently blocked at \$20	420												
Total patrons who would remain blocked at \$20 after waive	246												
Total patrons freed to use the library again	174												
Cedar Mill Library													
Fees assessed in FY19-20	\$42,475.13	\$42,475.13	\$0.00	\$0.00	\$0.00	\$106,204.17	\$420.00	\$332.50	\$83.90	\$0.00	\$2,289.17	\$0.00	\$103,078.60
Fees actually collected in FY19-20	\$36,297.66	\$35,540.24	\$98.42	\$0.00	\$659.00	\$12,026.01	\$420.00	\$287.40	\$86.80	\$0.00	\$1,328.01	\$0.00	\$9,903.80
Total amount to waive from accounts	\$66,171.91	\$50,972.12	\$9,835.31	\$62.50	\$5,301.98								
Total registered patrons (snapshot from 06/30/20)	28,592												
Total patrons who would see fines waived	8,005												
Total patrons currently blocked at \$20	932												
Total patrons who would remain blocked at \$20 after waive	502												
Total patrons freed to use the library again	430												
Cornelius Public Library													
Fees assessed in FY19-20	\$6,890.75	\$6,890.75	\$0.00	\$0.00	\$0.00	\$19,594.01	\$0.00	\$0.00	\$715.49	\$0.00	\$79.92	\$0.00	\$18,798.60
Fees actually collected in FY19-20	\$2,594.61	\$2,449.45	\$30.26	\$0.00	\$114.90	\$460.22	\$0.00	\$0.00	\$14.40	\$0.00	\$12.99	\$0.00	\$432.83
Total amount to waive from accounts	\$30,606.70	\$20,530.55	\$6,483.15	\$0.00	\$3,593.00								
Total registered patrons (snapshot from 06/30/20)	4,748												
Total patrons who would see fines waived	1,816												
Total patrons currently blocked at \$20	568												
Total patrons who would remain blocked at \$20 after waive	326												
Total patrons freed to use the library again	242												

	Fee Totals to Waive & Patron Counts	Overdue item	Processing Charge	Processing Fee	Collection Agency	Remaining Fee Totals	Non-resident card fee	ILL Charge	Miscellaneous fees	NSF charges	Damaged item	Lost Item	Replacement Charge
Forest Grove City Library													
Fees assessed in FY19-20	\$13,688.60	\$13,688.60	\$0.00	\$0.00	\$0.00	\$34,836.70	\$700.00	\$0.00	\$1.40	\$9.50	\$371.32	\$0.00	\$33,754.48
Fees actually collected in FY19-20	\$9,819.02	\$9,339.51	\$59.51	\$0.00	\$420.00	\$3,168.21	\$700.00	\$0.00	\$1.40	\$0.00	\$193.11	\$0.00	\$2,273.70
Total amount to waive from accounts	\$77,887.32	\$53,581.65	\$14,753.76	\$40.00	\$9,511.91								
Total registered patrons (snapshot from 06/30/20)	12,931												
Total patrons who would see fines waived	5,451												
Total patrons currently blocked at \$20	1,343												
Total patrons who would remain blocked at \$20 after waive	834												
Total patrons freed to use the library again	509												
Garden Home Community Library													
Fees assessed in FY19-20	\$7,027.85	\$7,027.85	\$0.00	\$0.00	\$0.00	\$13,687.01	\$0.00	\$0.00	\$4.00	\$0.00	\$245.90	\$0.00	\$13,437.11
Fees actually collected in FY19-20	\$5,480.13	\$5,281.63	\$13.50	\$0.00	\$185.00	\$1,643.79	\$0.00	\$0.00	\$6.76	\$0.00	\$139.88	\$0.00	\$1,497.15
Total amount to waive from accounts	\$15,696.16	\$11,806.43	\$2,239.74	\$0.00	\$1,649.99								
Total registered patrons (snapshot from 06/30/20)	5,186												
Total patrons who would see fines waived	1,757												
Total patrons currently blocked at \$20	246												
Total patrons who would remain blocked at \$20 after waive	137												
Total patrons freed to use the library again	109												
Hillsboro Brookwood Library													
Fees assessed in FY19-20	\$75,300.25	\$75,270.25	\$0.00	\$0.00	\$30.00	\$188,362.51	\$1,120.00	\$25.00	\$1,999.90	\$0.00	\$663.08	\$0.00	\$184,554.53
Fees actually collected in FY19-20	\$49,569.44	\$47,724.92	\$239.27	\$0.00	\$1,605.25	\$12,869.01	\$840.00	\$20.00	\$1,745.74	\$0.00	\$565.53	\$0.00	\$9,697.74
Total amount to waive from accounts	\$219,636.58	\$160,054.41	\$36,510.87	\$12.50	\$23,058.80								
Total registered patrons (snapshot from 06/30/20)	58,360												
Total patrons who would see fines waived	19,644												
Total patrons currently blocked at \$20	3,602												
Total patrons who would remain blocked at \$20 after waive	1,861												
Total patrons freed to use the library again	1,741												
Hillsboro Shute Park Library													
Fees assessed in FY19-20	\$17,407.50	\$17,397.50	\$0.00	\$0.00	\$10.00	\$53,523.09	\$0.00	\$0.00	\$657.13	\$0.00	\$0.00	\$0.00	\$52,865.96
Fees actually collected in FY19-20	\$8,750.60	\$8,175.05	\$88.86	\$0.00	\$486.69	\$2,637.09	\$0.00	\$0.00	\$542.00	\$0.00	\$34.99	\$0.00	\$2,060.10
Total amount to waive from accounts	\$140,873.94	\$89,062.96	\$34,556.31	\$5.00	\$17,249.67								
Total registered patrons (snapshot from 06/30/20)	17,785												
Total patrons who would see fines waived	7,010												
Total patrons currently blocked at \$20	2,448												
Total patrons who would remain blocked at \$20 after waive	1,548												
Total patrons freed to use the library again	900												

	Fee Totals to Waive & Patron Counts	Overdue item	Processing Charge	Processing Fee	Collection Agency	Remaining Fee Totals	Non-resident card fee	ILL Charge	Miscellaneous fees	NSF charges	Damaged item	Lost Item	Replacement Charge
North Plains Public Library													
Fees assessed in FY19-20	\$2,870.75	\$2,870.75	\$0.00	\$0.00	\$0.00	\$5,616.20	\$0.00	\$0.00	\$43.20	\$0.00	\$140.00	\$0.00	\$5,433.00
Fees actually collected in FY19-20	\$1,439.05	\$1,404.05	\$5.00	\$0.00	\$30.00	\$216.81	\$0.00	\$0.00	\$17.00	\$0.00	\$0.00	\$0.00	\$199.81
Total amount to waive from accounts	\$6,683.78	\$4,884.79	\$1,188.99	\$10.00	\$600.00								
Total registered patrons (snapshot from 06/30/20)	1,854												
Total patrons who would see fines waived	706												
Total patrons currently blocked at \$20	114												
Total patrons who would remain blocked at \$20 after waive	60												
Total patrons freed to use the library again	54												
Sherwood Public Library													
Fees assessed in FY19-20	\$13,570.80	\$13,570.80	\$0.00	\$0.00	\$0.00	\$33,544.94	\$980.00	\$0.00	\$42.23	\$0.00	\$402.54	\$0.00	\$32,120.17
Fees actually collected in FY19-20	\$10,044.04	\$9,733.31	\$70.73	\$0.00	\$240.00	\$3,869.57	\$980.00	\$0.00	\$41.23	\$0.00	\$320.58	\$0.00	\$2,527.76
Total amount to waive from accounts	\$59,379.19	\$44,221.48	\$7,952.86	\$144.55	\$7,060.30								
Total registered patrons (snapshot from 06/30/20)	13,043												
Total patrons who would see fines waived	5,631												
Total patrons currently blocked at \$20	1,014												
Total patrons who would remain blocked at \$20 after waive	557												
Total patrons freed to use the library again	457												
Tigard Public Library													
Fees assessed in FY19-20	\$41,499.40	\$41,499.40	\$0.00	\$0.00	\$0.00	\$116,652.21	\$0.00	\$0.00	\$59.32	\$0.00	\$2,575.57	\$0.00	\$114,017.32
Fees actually collected in FY19-20	\$25,435.68	\$24,257.83	\$112.50	\$0.00	\$1,065.35	\$6,508.45	\$0.00	\$0.00	\$54.35	\$0.00	\$1,176.35	\$0.00	\$5,277.75
Total amount to waive from accounts	\$179,022.25	\$126,042.17	\$34,995.29	\$82.00	\$17,902.79								
Total registered patrons (snapshot from 06/30/20)	34,182												
Total patrons who would see fines waived	12,692												
Total patrons currently blocked at \$20	2,735												
Total patrons who would remain blocked at \$20 after waive	1,569												
Total patrons freed to use the library again	1,166												
Tualatin Public Library													
Fees assessed in FY19-20	\$26,009.40	\$26,009.40	\$0.00	\$0.00	\$0.00	\$69,897.70	\$420.00	\$42.45	\$50.00	\$0.00	\$545.94	\$0.00	\$68,839.31
Fees actually collected in FY19-20	\$17,556.61	\$16,856.42	\$120.18	\$0.00	\$580.01	\$4,825.31	\$420.00	\$0.00	\$18.35	\$0.00	\$340.47	\$6.50	\$4,039.99
Total amount to waive from accounts	\$119,796.12	\$83,861.75	\$22,818.62	\$102.50	\$13,013.25								
Total registered patrons (snapshot from 06/30/20)	22,656												
Total patrons who would see fines waived	9,233												
Total patrons currently blocked at \$20	1,966												
Total patrons who would remain blocked at \$20 after waive	1,121												
Total patrons freed to use the library again	845												

	Fee Totals to Waive & Patron Counts	Overdue item	Processing Charge	Processing Fee	Collection Agency	Remaining Fee Totals	Non-resident card fee	ILL Charge	Miscellaneous fees	NSF charges	Damaged item	Lost Item	Replacement Charge
West Slope Community Library													
Fees assessed in FY19-20	\$9,408.25	\$9,408.25	\$0.00	\$0.00	\$0.00	\$21,328.07	\$0.00	\$0.00	\$23.00	\$0.00	\$40.98	\$0.00	\$21,264.09
Fees actually collected in FY19-20	\$7,253.18	\$7,043.18	\$10.00	\$0.00	\$200.00	\$2,455.23	\$0.00	\$0.00	\$6.60	\$0.00	\$40.97	\$0.00	\$2,407.66
Total amount to waive from accounts	\$20,259.42	\$15,486.55	\$2,963.43	\$0.00	\$1,809.44								
Total registered patrons (snapshot from 06/30/20)	6,941												
Total patrons who would see fines waived	2,500												
Total patrons currently blocked at \$20	293												
Total patrons who would remain blocked at \$20 after waive	162												
Total patrons freed to use the library again	131												
<p>ILL Charge Notes: These are some uses that our member libraries might find for the ILL Charge:</p> <ul style="list-style-type: none"> - If an ILL item is borrowed from a lending library for our patron, the lending library charges a fee for the loan, that fee cannot be paid electronically by WCCLS using OCLC IFM, and the fee was authorized in advance by our patron. The borrowing library would cut a check to the lending library and then add the ILL Charge fee on the patron's Polaris record to be reimbursed. - If an ILL item is borrowed from a lending library outside the U.S. (or potentially if it's a large/heavy set of volumes), and the borrowing library has asked the patron to chip in towards the cost of return shipping. Cedar Mill does this – they have the patron pay \$5 to borrow from Canadian libraries. I imagine that CML ILL staff would use the ILL Charge to add that to the patron's Polaris record. - If an ILL item is borrowed for our patron, and it's returned with a part missing (such as one CD from a set), and the lending library charges a partial amount (not the full replacement price), the borrowing library might use the ILL Charge to put that partial-replacement fee on 													
<p>Misc. Fee Notes: One of the uses for miscellaneous fees is for the charge of a replacement library card.</p>													

This spreadsheet covers revenue and cost to provide the service from 10/1/2018 through 6/30/2020

	Gross revenue	As % of total \$ collected online	Library's portion of cost recovery	Net revenue to be distributed	
Aloha Community Library	\$838.65	0.99%	\$141.34	\$697.31	
Banks Public Library	\$400.71	0.47%	\$67.53	\$333.18	
Beaverton City Library	\$16,610.62	19.61%	\$2,799.35	\$13,811.27	\$17,569.79
Beaverton Murray Scholls	\$4,520.33	5.34%	\$761.80	\$3,758.53	
Bethany Library	\$3,562.16	4.21%	\$600.32	\$2,961.84	\$9,100.98
Cedar Mill Library	\$7,383.47	8.72%	\$1,244.32	\$6,139.15	
Cornelius Public Library	\$2,252.89	2.66%	\$379.68	\$1,873.21	
Forest Grove City Library	\$3,980.33	4.70%	\$670.80	\$3,309.53	
Garden Home Community Library	\$1,591.77	1.88%	\$268.26	\$1,323.51	
Hillsboro Brookwood Library	\$19,621.25	23.17%	\$3,306.73	\$16,314.52	\$19,747.64
Hillsboro Shute Park Library	\$4,128.97	4.88%	\$695.85	\$3,433.12	
North Plains Public Library	\$1,681.65	1.99%	\$283.41	\$1,398.24	
Sherwood Public Library	\$2,491.80	2.94%	\$419.94	\$2,071.86	
Tigard Public Library	\$8,855.71	10.46%	\$1,492.44	\$7,363.27	
Tualatin Public Library	\$5,137.96	6.07%	\$865.89	\$4,272.07	
West Slope Community Library	\$1,632.05	1.93%	\$275.05	\$1,357.00	
	\$84,690.32	100.00%	\$14,272.69	\$70,417.63	

Revenue Collected by WCCLS or Defunct Libraries

Cooperative Administrative Office	\$305.41
External Loans (Staff Only)	\$207.93
Library Outreach Services	\$85.98
Oregon College of Art and Craft	\$5.79
Tuality Healthcare Library	\$71.20
	\$676.31

Cost for WCCLS to Provide the Service

\$14,949.00	Total cost for WCCLS to provide online fine payment service
(\$676.31)	Apply gross revenue from WCCLS "branches" and defunct libraries to the cost of the service
\$14,272.69	Remaining costs to be recovered

Recommendation to Eliminate Overdue Fines

Presented to the WCCLS Executive Board July 2020

Contents

- Introduction 1
- Equity and WCCLS’ Strategic Plan 2
- Literature Review 3
 - Will patrons return library materials on time without fines? 3
 - Will patrons practice civic responsibility if we eliminate fines? 3
 - How do fines affect lower-income and historically underserved patrons? 3
 - How do fines affect a library’s relationship with their patrons and staff morale? 4
 - Further watching and reading..... 4
- Fine-Free Implementation at WCCLS 4
 - Values for the discussion 4
 - Overdue fines 4
 - Processing fees..... 4
 - Replacement fees for lost materials..... 5
 - Use of collection agency to encourage the return of long-overdue materials..... 5
- Fiscal Impact..... 5
- Communication Plan 5
- Centralized Online Fine Payment Revenue Distribution 6
- Next Steps 6

Introduction

At the May 2020 Executive Board meeting, many representatives shared their support for no overdue fines for library materials to support equity goals and asked for more information to support a future Executive Board discussion. This document is intended to support that discussion.

Public libraries historically assessed overdue fines in order to incentivize the timely return of library materials. However, there is no current data that shows overdue fines achieve this goal; in fact, overdue fines are counterproductive and keep users away from the library. Evidence from the past decade shows that eliminating overdue fines reduces barriers to library usage for historically underserved communities, results in an increase in the return of long overdue materials and frees up staff time for more positive interactions with library users.

The COVID-19 pandemic has exposed inequalities in our communities. [Washington County has a 14% unemployment rate](#), our communities of color are disproportionately impacted by COVID-19, and families face an extremely challenging school year ahead. Public libraries play a critical role in the well-being and education of our communities, and public library service should be accessible to everyone, especially now. Eliminating overdue fines is a significant action that would demonstrate our commitment to service, access and equity.

This document outlines WCCLS and member library directors' recommendation that the WCCLS Executive Board agree to eliminate overdue fines for all Washington County library users.

Respectfully,

Lisa Tattersall, WCCLS

Terri Palmer, Aloha Community Library

Denise Holmes, Banks Public Library

Glenn Ferdman, Beaverton City Library

Peter Leonard, Cedar Mill Community Libraries

Karen Hill, Cornelius Public Library

Colleen Winters, Forest Grove City Library

Molly Carlisle, Garden Home Community Library

Karen Muller, Hillsboro Public Library

Robin Doughty, North Plains Public Library

Adrienne Doman Calkins, Sherwood Public Library

Halsted Bernard, Tigard Public Library

Jerianne Thompson, Tualatin Public Library

Kristen Thorp, West Slope Community Library

Equity and WCCLS' Strategic Plan

In our [recent racial justice statement](#), WCCLS stated that we are "committed to the Washington County's Board of Commissioners' resolution 'to [dismantle] long-standing systems, programs, policies and practices that may have historically created obstacles to the success of people of color, members of ethnic communities and any marginalized group.' WCCLS' strategic vision for Washington County is a curious, engaged, and literate community where everyone is welcome and thrives.... We are committed to making progress on our strategic plan objective of increasing participation by underserved populations by reducing barriers to access."

Eliminating overdue fines is an evidence-based way to reduce one significant barrier to library access. According to the [Urban Libraries Council](#), "[r]esearch shows that communities of color are more likely to be impacted by unpaid library fees and are grappling with a higher percentage of suspended library cards. This is a growing concern for many municipal leaders who want better ways to engage and support community residents.

Overdue library fees often represent a very small fraction of a library's operating budget, yet disproportionately affect communities that have income insecurity or individuals with low incomes. Late fees add up and become insurmountable for some families when forced to choose between paying the fee or buying food. For many, this is a reminder of past injustices within public institutions."

Literature Review¹



Map of fine-free libraries in the continental U.S. Retrieved July 09, 2020, from <https://endlibraryfines.info/fine-free-library-map/>

Our neighboring library system in Multnomah County eliminated overdue fines in July 2020. Fort Vancouver Regional Library District went fine free in 1970 after an internal study that showed the cost of collecting fines did not outweigh the amount of revenue collected.

Peter Bromberg, Executive Director of the Salt Lake City Public Library, says that [since going fine-free in 2017](#), the library has seen a rise in the number of new patrons (3.5%) and a

higher number of borrowed books (10%).

This section answers some of the common questions raised about going fine-free from the professional literature and experiences of public libraries across the country.

Will patrons return library materials on time without fines?

- Chicago Public Library saw a 240% increase in returned books in the month after they eliminated fines in September of 2019.
- Salt Lake City's Public Library saw late returns drop from 9% to 4% after fines were eliminated.

Will patrons practice civic responsibility if we eliminate fines?

- In fine-free libraries, patrons are responsible to return materials, and will have to pay for them if they are lost or damaged.
- According to the High Plains Library District in northern Colorado, which eliminated fines in 2015, "the fear that fines were the only thing between civilization and chaos has proved unfounded: 95 percent of materials are returned within a week of their due date."
- "Fines have become a privilege and — not only do they not work — they actually encourage people to keep materials longer if they can afford it. If you can afford it, you pay your fines, you don't feel guilty and you support the library. We love people to support the library. We don't love that it was a privilege and that people who couldn't afford fines stopped using the library altogether." - Annette Birdsall, Director of the Tompkins County Public Library
- "Overdue fines do not turn irresponsible patrons into responsible ones, they only distinguish between patrons who can afford to pay for the common mistake of late returns and those who cannot." ([San Francisco Public Library white paper](#))

How do fines affect lower-income and historically underserved patrons?

- In San Francisco, "patrons across all branches accrue fines at similar rates, but locations serving low-income areas have higher average debt amounts and more blocked users."
- "For middle-class patrons, [fines] may feel like a slap on the wrist, or even a feel-good donation, but not everyone shares that privilege." ([Slate magazine article](#))

¹ Unless otherwise noted, all information in this summary is quoted or cited from this resource published April 2020: Unrein, Sabrina. (2020). "[Overdue Fines: Advantages, Disadvantages, and How Eliminating Them Can Benefit Public Libraries.](#)" Syracuse, NY: iSchool Public Libraries Initiative at Syracuse University.

- In Seattle, “the branches with the highest proportion of accounts blocked for overdue fines are all in parts of Seattle that are both poorer and more diverse than the city as a whole.”
- Prior to New York City’s fine forgiveness program, according to NYPL’s CEO, “20% of our 400,000 juvenile and young adult patrons had blocked library cards; nearly half of those were concentrated in the poorest quartile of our branches.”
- [American Library Association’s resolution on monetary library fines as a form of social inequity](#)

How do fines affect a library’s relationship with their patrons and staff morale?

- “Not spending dollars to collect dimes.” - Nancy Kreiser from the Contra Costa County Library
- Libraries who charge fines “decide to take the ‘enforcer or tax collector role,’ potentially at the detriment of library usage in general.” ([Journal of Academic Librarianship article](#))
- “Overdue fines are a regressive method of raising revenue, they hurt the most those who can afford them the least, create stress-filled interactions, and require significant amounts of staff time to manage.” - David Seleb from the Oak Park Public Library
- According to Randall Goble from the Kent District Library, “the library spent an estimated \$150k of our payroll dollars on staff time dealing with fines (either collecting the payment or manually waiving them). This staff time could be better focused on providing excellent, positive library service, instead of on negative interactions around fines.”
- In San Diego, [officials calculated that it actually would be saving money](#) if its librarians stopped tracking down patrons to recover books. The city had spent nearly \$1 million to collect \$675,000 in library fees each year.
- [The Denver Post](#) reports that after the Denver Public Library got rid of library fines, residents are returning to the library, with 35 percent of patrons who’d had overdue fines now re-engaging.

Further watching and reading

- Wacek, Dawn. (2018, February). [TED Talk: A Librarian's Case Against Overdue Book Fines](#) (14 minutes)
- Cisneros, J. (2019). [LONG OVERDUE: Eliminating Fines on Overdue Materials to Improve Access to San Francisco Public Library](#). The Office of the Treasurer and Tax Collector.
- Holson, L. M. (2020, February 23). [More Libraries Are Doing Away with Overdue Fines](#). The New York Times.

Fine-Free Implementation at WCCLS

These statements were agreed to by WCCLS and all member libraries in a series of discussions in early July 2020. Due to COVID-19, library patrons will not be assessed any fines through September 30.

Values for the discussion

- We have fees only to encourage the return or replacement of library material.
- We do not use fines and fees to punish library users.

Overdue fines

- No overdue fines will be charged starting [implementation date].
- Existing overdue fines on patron accounts will be deleted on [implementation date].

Processing fees

- *Processing fees are a legacy fee and no longer assessed.*

- Processing fees remaining on accounts will be deleted on [implementation date].

Replacement fees for lost materials

- Replacement fees will continue to be charged.
- Existing replacement fees will *not* be deleted on [implementation date].
- If a lost item is returned in circulating condition, the replacement charge will be removed from the patron's account.

Use of collection agency to encourage the return of long-overdue materials

Important note: collection agency activity for library materials does not impact patrons' credit reports

- Libraries will continue to use collection agency to encourage the return of library materials
- We will increase the threshold at which an account is sent to collections from \$50 to \$100
- We will not pass on the collection agency fee to patrons; libraries will absorb the cost
- Libraries can work with patrons before they are sent to collections, preventing many/most patrons from ever getting contacted if they choose
- We will reevaluate the cooperative use of a collection agency to encourage the return of library materials in one year

Fiscal Impact

At the countywide level, 111,487 people would have \$1,481,920.52 in fees waived from their accounts. This would allow 12,200 people to be able to once again access library services. An additional 11,832 people would continue to be blocked from access, due to replacement charges over \$20 on their accounts. Libraries have committed to working with these still blocked patrons in a proactive and positive way to resolve their accounts, keeping equity principles in mind. Our work to ensure equitable access to libraries is on-going and does not end with this initiative.

A detailed breakdown of these amounts for each member library is in the spreadsheet attached.

With the growth of digital lending (digital books are fine-free) and the elimination of fines on youth materials in 2017, overdue fine revenue has already been shrinking over the past few years. In addition, what fines/fees are assessed is not the same amount as what is collected. For example, 75% of overdue fines that were assessed countywide in FY19-20 were actually collected. Just 7% of replacement fees that were assessed countywide in FY19-20 were actually collected.

Communication Plan

Assuming this recommendation is adopted by the Executive Board and the County's Board of Commissioners, WCCLS will take the lead on communication at the cooperative level. We'll develop a bilingual English/Spanish public communication plan, which will include at least:

- Information and FAQs on wccls.org, including alert banner at the top of the page
- Mass email newsletter to all library cardholders
- "Welcome back" emails to patrons who were previously blocked but are no longer
- Press release and outreach to local reporters
- Social media posts (with paid promotion)
- Consistent communication assets for libraries to use (graphics and messaging)

- Working with individual libraries to determine if additional targeted communication to specific communities or language groups is needed

We will also create support materials and information for library staff including timeline, staff-specific FAQs, etc.

Centralized Online Fine Payment Revenue Distribution

WCCLS proposes to distribute to libraries all revenue that has been collected by WCCLS using the [cooperative-wide online payment portal](#) after we recover the cost to provide the service. This distribution will help offset the loss in fine revenue that may have been budgeted for locally in FY20-21.

From October 1, 2018 through June 30, 2020, WCCLS collected \$84,6990.32 in gross revenue online. The online fine payment service for that time period cost WCCLS \$14,272.69 to deliver. See the spreadsheet attached for detailed distribution amounts. Revenue for each library was determined by which library the patron was registered with at the time they paid the fine.

In July 2021, library directors will look at revenue collected centrally by WCCLS during FY20-21, decide whether the amount merits another distribution and bring a recommendation to the Executive Board.

Next Steps

Executive Board:

- Make decision on this recommendation at your next meeting

County Board of Commissioners:

- WCCLS staff brings Executive Board recommendation to the Board of Commissioners, as well as the online fine payment revenue distribution

Implementation tasks for WCCLS

- Coordinate library director conversation about various related system settings that need to be agreed-upon by [implementation date]
- Work with integrated library system vendor to waive fees
- Adjust system-wide software settings
- Develop and implement public communication campaign
- Build information and resources for library staff support, including updating policies/procedures

Angie Lanter

From: Angie Lanter
Sent: Wednesday, August 05, 2020 7:51 AM
To: Angie Lanter
Subject: FW: Councilor Reports

Hi,
Just a quick note to update you regarding what's new.

In this era when we are all struggling so much, with so many issues, I thought a little good news might brighten your day. So here's a few things to celebrate ...

We are happy and excited to let you know that we were one of the recipients in this round of LIFT awards, and will receive \$300,000 in grants to be used to build the next three, 3-bedroom units of affordable owned housing at our Kdd Court project in Forest Grove.

We have also been awarded two \$20,000 grants for down payment assistance to be used by the next two homebuyers in our program. Both of these units are scheduled for closing on August 20th of this year.

We have selected TWO new partner families, both will be starting their programs over the next week or so, and we expect them to be purchasing their homes late this year or early next.

Our ReStore is OPEN. We are extremely short staffed, and thus operating with reduced hours: Tuesday - Saturday from 11 am - 5 pm, but boy are we BUSY! Donations have been pouring in and we have some absolutely beautiful things. So stop by and take a look if you're in the market for any home furnishings!

We used the pandemic shutdown to make several substantial improvements in the layout and function of our ReStore. We're delighted with the changes and are getting rave reviews from shoppers and donors.

Hope your summer is going well.

Our next Advisory Panel meeting will be September 8th at 6:30 pm. Please mark your calendars!

I will send out invitations closer to the meeting.

All our best,

Virginia Ohler
Executive Director
West Tuality Habitat for Humanity