

# Organizational Costs of Fines

## Hidden Costs



While fines are a revenue source for public libraries, the cost of collecting those fines can easily outweigh those revenues.



## Revenue

A fine might appear to be a simple source of revenue, but there are **hidden costs** below the surface.



## Staff Time

A 10 minute conversation between a frontline library staff member and a patron regarding fines **costs a library \$4.17** in staff wages (based on a pay rate of \$25 an hour.)



## Overdue Notices

Paper, envelope, and postage for an overdue notice could **cost as much as \$1.78** a notice. There is also the **staff time** to call patrons with verbal notices, or to generate email notices.



## Mental Health

A challenging fines negotiation could require staff to need **time away from the desk** to recover.



## Cost of Collecting

Digital fine payments mean **Interac fees** for the library. Physical fine payments mean **staff time** to collect and complete deposits.

To collect a **\$5 fine...**

...a 10 minute interaction would cost **\$5.95** in staff wages and a mailed notice alone.

**\$5**

**\$5.95**

## Staff Morale



## Customer Loyalty

