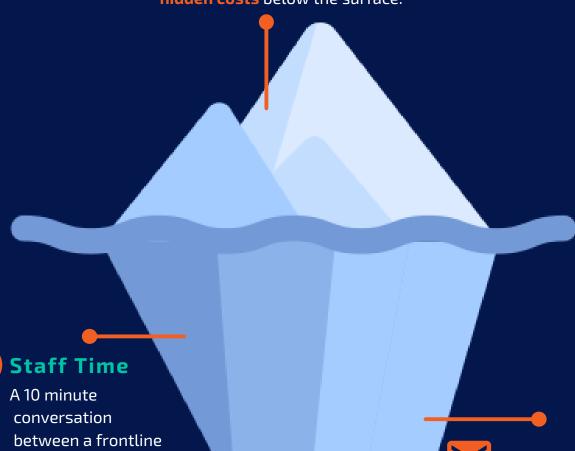
Organizational Costs of Fines



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



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



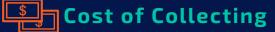
library staff member and a patron regarding fines costs a library \$4.17 in staff wages (based on a pay rate of \$25 an hour.)



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

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.



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.









Customer Loyalty

