



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: CONS 20-561, **Version:** 1

DATE: November 10, 2020

TO: Mayor and City Council

FROM: Director of Library Services

SUBJECT

Adopt a Resolution Approving the Cessation of Late Fees at Hayward Public Library

RECOMMENDATION

That Council adopts a resolution (Attachment II) authorizing the cessation of late (overdue) fines. All existing fines and fee balances on library accounts would also be removed and account holds that limit use of library cards would be lifted effective January 1, 2021.

SUMMARY

Currently, the late fee at Hayward Public Library for all library materials is \$0.25 per day per item and over 37,000 Hayward residents have library accounts with outstanding fines and fees balances. About half of these accounts have charges at-or-above \$20, the limit where the patron is no longer able to check out or renew materials until a payment is made. These account-holds disproportionately affect individuals with limited resources, children, and those without consistent access to transportation. Historically, when late fines are forgiven, patrons actually return books they have been holding on to, which in turn reduces the need to buy replacements. Fine forgiveness has also led to reductions in late returns and increases in circulation and library use. As an added benefit for Hayward, removing late fees would streamline the return processes and save staff time. Staff time savings will be used toward the operation of the new bookmobile.

ATTACHMENTS

Attachment I	Staff Report
Attachment II	Resolution
Attachment III	GARE Libraries Report