Agenda: Board of Trustees
December 5, 2019, at 4 pm
Community Room, Ladd Library

Invest in Young Minds, Engage & Strengthen Community, Transform Lives

Library Board President – Matthew Wilding
A. Call to Order
B. Consent Agenda – Action
   o Minutes: Nov. 7, 2019
C. Public Comments and Communications
D. Action: Resolution in thanks of Mystic Tat2
E. Foundation Report – Charity Tyler
F. Friends of the Library Report – Libby Slappey
G. Board Education: Fines and Fees Report – Erin Horst and Aaron Bock
H. Library Board Committee Reports
   o Finance Committee – Randy Ramlo, Committee Chair
      • Action: Library Concession Agreement
   o Personnel and Policy Committee – Clint Twedt-Ball, Committee Chair
      • Action: 3.03 Fines and Fees
   o Advocacy Committee – Jade Hart, Committee Chair
      • No Action
I. Library Director’s Report
J. Old Business
K. New Business
   o January Meeting Date
L. Adjournment

The next Board of Trustees meeting is set for Jan. 2, 2020 at 4 pm, Conference Room, Downtown Library.

Key Dates and Details:
Dec. 7: Merry TubaChristmas, 2-3 pm, Downtown Library
Dec. 10: Broke Holidays – it’s a Festivus Miracle!, 6-7:30 pm, Downtown Library
Dec. 12: Concert in the Commons: Young at Harp, noon, Downtown Library. Dec. 19: Mt. Vernon Uke Squad
Dec. 14: Learn to Sew, 2-4 pm, Ladd Library
Dec. 24-25: Libraries closed
Dec. 30: Game Time – Board Games and Hot Chocolate, 1-3 pm, Downtown Library

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a City program, service, or activity, should contact Jessica Musil, Library Administrative Assistant, at 319.261.7323 or email musilj@crlibrary.org as soon as possible but no later than 48 hours before the meeting.
A. Call to Order
- Ms. Hart called the meeting to order at 4:01 pm.

B. Consent Agenda – Action
- Minutes: Oct. 3, 2019
  
  Mr. Selim motioned to accept the consent agenda. Mr. Twedt-Ball seconded. The motion carried with unanimous approval.

C. Public Comments and Communications
- There being none, the meeting continued.

D. Foundation Report – Charity Tyler
- Dolly Parton’s Imagination Library (DPIL) has enrolled 58% of eligible children in Cedar Rapids, which is 72% of the overall goal. The program has also graduated 1,170 children. Over 90,000 books have been mailed to the community’s children.
- The Foundation, which just mailed out its bi-annual newsletter, hopes to drop the year-end appeal in the next two weeks.
- Dec. 3 marks Giving Tuesday, which the Foundation will participate in again. In addition, they are restarting the I #LOVECRPL campaign, which invites the public to write love letters to the library, which will also be posted in the buildings.

E. Friends of the Library Report – Libby Slappey
- Ms. Slappey was unable to attend. Ms. Schmidt reported that the Friends had just concluded their large weekend sale.

F. Library Board Committee Reports
- Finance Committee – Randy Ramlo, Committee Chair
  - Finances look as expected for this time of year. As a reminder, most of the Library’s revenues are received around April.
  - Action: Janitorial Contract Amendment
    - This is the fourth year of our five year contract. FBG did not have a price increase; however, the Library asked for the company to provide quarterly carpet cleaning at both locations. The contract will increase by $4,200 for Downtown and $1,400 for Ladd.

  The motion to accept the janitorial contract amendment in the amount of $161,768 was carried with unanimous approval.

- Personnel and Policy Committee – Clint Twedt-Ball, Committee Chair
  - Action: 4.07 Philanthropic Naming Policy
    - This policy was revised in consultation with the Foundation. One key change is to allow the board to revisit naming as it deems necessary.
o **Action**: 5.00 Foundation and Friends of the Cedar Rapids Public Library
  - The policy was updated to recognize the Foundation, in addition to the Friends, as one of the Library’s supporting organizations. Ms. Hart had a suggested wording change, which those present consented to change.

o **Action**: 5.02 Support Group Fundraising
  - This policy designates fundraising as being limited to the Foundation and Friends within the Library buildings. However, patrons can have fundraising in rooms under a private room reservation, in which the Library will also bill for use. Two formatting errors were discussed and will be changed.

*The motion to accept the policies as presented in the packet, with the word choice and formatting changes made, carried with unanimous approval.*

- **Advocacy Committee** – Jade Hart, Committee Chair
  - Meetings with City Council and Cedar Rapids Community School District candidates concluded this week with the election. Those who met with candidates felt the meetings were productive and informative.

G. **Library Director’s Report**
  - Ms. Schmidt presented the FY19 Annual Report, which highlights accomplishments in the past year for the three core initiatives of the strategic plan.
  - Ms. Schmidt also discussed key data points:
    o Library visits increased over 2,000 even though a drop was anticipated due to construction downtown over the summer; however, restoring Sunday hours downtown has helped.
    o Meeting Room use has also decreased but the Library switched meeting room software which does not add internal programs into the statistic.
    o Program attendance is up by 11% even with approximately the same number of Library programs hosted.
    o Website usage increased significantly; this is attributed to patrons using the online catalogue (about 280,000 hits) within the Library buildings. Public computer sessions increased six percent and WiFi connections is up by one percent.
    o Overall circulation was up 12%. Of that, physical materials circulation is down 9% but digital materials increased 40%. Database uses increased 280% due to the addition of streaming videos and changes in how the State Library calculates use.
  - In addition, the Library’s final expenditures was about $80,000 less than the previous year.

H. **Board Education: Wholehearted Libraries** – Dr. Michael Stephens
  - Dr. Michael Stephens, author of *Wholehearted Librarians*, is a professor at San Jose State University. He was invited to the library as a speaker for the staff’s Nov. 8 professional development day and this board meeting. Unfortunately, due to issues with his flight, he was unable to attend the meeting in person. Instead, he produced a video version of his presentation and it was shown to the board.
  - The video explores how libraries can best serve the community in which it resides: as both a traditional library with traditional services but also a library which meets needs its respective community’s needs creatively. Dr. Stephens provided many examples of non-traditional and creative service such as unique staffing (embedded social workers), materials (tool lending), access (unstaffed hours), and more. He explains that libraries and staff should serve their community with a whole-heart so everyone feels welcomed and can find their own place at the library, regardless of what that may look like.
  - To truly serve our mission, a library must become a palace for the people, based on the people it serves.
I. Old Business
   • There being no old business, the meeting continued.
J. New Business
   • There being no old business, the meeting continued.
K. Adjournment
   • There being no further business, the meeting adjourned at 5:01 pm

The next Board of Trustees meeting will be held on Thursday, Dec. 5, 2019, at 4 pm in the Community Room at the Ladd Library.
Our meeting room numbers are up this month compared to last year at this time, despite the change in our reporting (this year does not include internal program attendance; last calendar year did). This means we are busier than ever in our spaces. Additionally, library visitors increased slightly to over 55,000 people in the month of October. Our circulation numbers continue to buck the trend of the past few years—we saw now decrease in print circulation in October. Our digital circulation (econtent such as downloadable books, audiobooks, and music) has increased again and overall our total circulation is higher by a small number for this month. Our numbers continue to increase as more people utilize digital items.
Libraries angry over publisher’s clampdown on E-BOOKS

By Lee Hammond, The Gazette

OwA City — Librarians in the Corridor are up in arms over a new licensing model instituted by a major publisher that limits e-books lending to library patrons.

While only one publisher has announced this licensing model, library staff says others could follow and as a result sharply limit access to e-books for the public.

“The implications could be really large for the future of libraries to be able to continue to purchase e-books,” said Dana Schmidt, director of the Cedar Rapids Public Library. In July, Macmillan Publishes announced a more restrictive licensing model for its new e-books starting last Friday. When Macmillan releases a new book, libraries are allowed to purchase only one copy during the first eight weeks of its release. Before the policy, libraries could purchase multiple copies of e-books from the publisher, allowing multiple patrons to check out the digital books at the same time. Licensing models prevent multiple users from accessing the same e-book at the same time, requiring libraries to buy multiple copies of popular titles.

Last July, Publishers Weekly obtained a “confidential” memo that Macmillan’s Chief Executive Officer John Sargent wrote to the imprint’s writers and agents.

Proposal aims to curb suicides among farmers

Experts say bill is a beginning, but more work is needed

By Kid Bennett, The Gazette

The suicide rate in rural America is 45 percent higher than in urban settings, the Centers for Disease Control and Prevention reports, and among those who face a high or vulnerable suicide to see farmers.

The CDC said the suicide rate for farmers and ranchers was roughly twice that of every 100,000 people in 2015 who did not count women and young people data from only 17 states. The health agency said more work is needed to gain a better understanding of the scope of the problem. That’s why U.S. Sen. Chuck Grassley of Iowa, a Republican, and U.S. Sen. Jon Tester of Montana, a Democrat, introduced the Suicide Rural Health Act in a bill that aims to curb rural suicides.

The bill would implement voluntary stress management training program in the agriculture and culture industry and provide $1 million to create a public service announcement campaign. Roughly 10 percent of farmers and farmworkers have financial issues that affect their mental health, and many said they feel their family lose their farms, according to the American Farm Bureau Federation. Yet less than 20 percent of rural adults know how to access a therapist or counselor in their area.
RESOLUTION
IN THANKS OF THE MYSTIC TAT2

The Library Board of Trustees would like to formally thank Mystic Tat2 for their unique fundraising opportunity, which supports Dolly Parton’s Imagination Library and benefits Cedar Rapids’ growing readers.

Passed this 5th day of December, 2019.

______________________________________
Matthew Wilding
President
To: Randy Ramlo, Finance Committee Chair  
From: Dara Schmidt  
Date: 11/21/2019  
Subject: October 2019 Financial Report for: Library

- When reviewing budget to actual, we assume 1/12 of the expenditure budget is spent per month; likewise that 1/12 of revenue will be received per month. If we assume this, that means thru October actual revenue should be at least 4/12 or 33.3% of budget and actual expenses should be no more than 4/12 or 33.3%.

- Actual revenues are expected to meet or exceed budgeted amounts.
  - Total actual revenue (less Flood insurance transfer in) is 32% or $238K of budgeted $734.6K.
    - Building rental is less than budget at 26% or $19K of budgeted $73.5K.

- Regardless of funds/cash available, total actual expenses, excluding transfer out, may not exceed total budgeted expenses.
  - Total actual expenditures is 35% or $2.3M of $6.7M budgeted.
    - Personal Services is tracking at 31% or $1.6M of $5.1M budget.
      - Overtime is tracking slightly over budget at 34% or 38.6K of 114.8K budget.
      - Refresh Savings should reduce the budget available by $92,378.08
  - Discretionary is spending high at 61% or $482K of $794.1K mainly due to IT computer software maintenance as well as materials.
  - Rent actuals is for 6 months so thru Dec, ok to be at 47% or $115K of $245K budget.
  - Electricity is running high for actuals to budget. If we over spend this budget, less discretionary or personal services will be necessary to cover. 54% spent or $86K of $158.8K budget. Funding increase was submitted for FY21 budget for 30K. If we can't absorb overage in FY20, we could ask for Budget Amendment request.
  - No Capital Equipment is budgeted in FY20.

No concerns to date for funds 316, 7010 or 7020.
<table>
<thead>
<tr>
<th>Account</th>
<th>Prior Fiscal Year 2019 YTD Actuals</th>
<th>Current Fiscal Year 2020 Adjusted Budget</th>
<th>Prior Fiscal Year 2020 YTD Actuals</th>
<th>Current Fiscal Year 2020 Variances</th>
<th>Favorable Percent of Current Budget</th>
<th>Current Month 2020 Spent</th>
<th>Change</th>
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</thead>
<tbody>
<tr>
<td><strong>Taxes</strong></td>
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<td><strong>License &amp; Permits</strong></td>
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<td><strong>Intergovernmental Grants</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>State Operating</td>
<td>29,329.35</td>
<td>95,000.00</td>
<td>30,356.81</td>
<td>(64,643.19)</td>
<td>32%</td>
<td>30,356.81</td>
<td>95,000.00</td>
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<tr>
<td>Local Gov't Grants</td>
<td>14,567.34</td>
<td>100,000.00</td>
<td>14,699.49</td>
<td>(85,300.51)</td>
<td>15%</td>
<td>6,594.63</td>
<td>100,000.00</td>
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<td><strong>Total Intergovernmental Grants</strong></td>
<td>43,896.69</td>
<td>195,000.00</td>
<td>45,056.30</td>
<td>(149,943.70)</td>
<td>23%</td>
<td>36,951.44</td>
<td>195,000.00</td>
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<td><strong>Charges for Services</strong></td>
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<tr>
<td>Printing &amp; Duplicating Form</td>
<td>10,681.34</td>
<td>22,000.00</td>
<td>11,647.66</td>
<td>(10,352.34)</td>
<td>53%</td>
<td>3,679.50</td>
<td>22,000.00</td>
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<td>Admin Charges - External</td>
<td>137,656.39</td>
<td>265,000.00</td>
<td>134,699.49</td>
<td>(130,356.81)</td>
<td>51%</td>
<td>60,795.52</td>
<td>265,000.00</td>
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<tr>
<td>Library User Fees - Not Fines</td>
<td>600.00</td>
<td>(600.00)</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Vending Sales</td>
<td>85.33</td>
<td>-</td>
<td>41.58</td>
<td>0%</td>
<td>-</td>
<td>14.28</td>
<td>-</td>
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<td><strong>Total Charges for Services</strong></td>
<td>148,423.06</td>
<td>287,600.00</td>
<td>146,332.43</td>
<td>(141,267.57)</td>
<td>51%</td>
<td>64,489.30</td>
<td>287,600.00</td>
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<td><strong>Fines &amp; Forfeits</strong></td>
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<tr>
<td>Library Fines</td>
<td>29,829.18</td>
<td>100,000.00</td>
<td>26,019.33</td>
<td>(73,980.67)</td>
<td>26%</td>
<td>4,757.81</td>
<td>100,000.00</td>
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<tr>
<td><strong>Total Fines &amp; Forfeits</strong></td>
<td>29,829.18</td>
<td>100,000.00</td>
<td>26,019.33</td>
<td>(73,980.67)</td>
<td>26%</td>
<td>4,757.81</td>
<td>100,000.00</td>
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<tr>
<td><strong>Other Miscellaneous Revenue</strong></td>
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<tr>
<td>Building Rental</td>
<td>13,790.62</td>
<td>73,455.00</td>
<td>19,066.80</td>
<td>(54,448.20)</td>
<td>26%</td>
<td>6,390.20</td>
<td>73,455.00</td>
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<tr>
<td>Postage / Handling</td>
<td>2.53</td>
<td>-</td>
<td>-</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Contributions &amp; Donations</td>
<td>-</td>
<td>70,000.00</td>
<td>17.85</td>
<td>(69,982.15)</td>
<td>0%</td>
<td>-</td>
<td>70,000.00</td>
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<td>Sale of Inventory</td>
<td>1,762.84</td>
<td>5,000.00</td>
<td>1,107.96</td>
<td>(3,892.04)</td>
<td>22%</td>
<td>374.51</td>
<td>5,000.00</td>
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<tr>
<td>Damage Recoveries</td>
<td>100.00</td>
<td>-</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Other Miscellaneous Revenue</td>
<td>64.00</td>
<td>3,500.00</td>
<td>351.36</td>
<td>(3,148.64)</td>
<td>10%</td>
<td>3,500.00</td>
<td>3,500.00</td>
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<tr>
<td><strong>Total Other Miscellaneous Revenue</strong></td>
<td>15,719.99</td>
<td>151,955.00</td>
<td>20,483.97</td>
<td>(131,471.03)</td>
<td>13%</td>
<td>6,764.71</td>
<td>151,955.00</td>
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<td><strong>Transfers In</strong></td>
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<tr>
<td>Operating Transfer In - Inter</td>
<td>12,040.00</td>
<td>18,120.00</td>
<td>18,120.00</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>18,120.00</td>
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<tr>
<td><strong>Total Transfers In</strong></td>
<td>12,040.00</td>
<td>18,120.00</td>
<td>18,120.00</td>
<td>-</td>
<td>100%</td>
<td>-</td>
<td>18,120.00</td>
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<tr>
<td><strong>Proceeds of LT Liabilities</strong></td>
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<tr>
<td><strong>Total Proceeds of LT Liabilities</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0%</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>249,908.92</td>
<td>752,675.00</td>
<td>256,012.03</td>
<td>(496,662.97)</td>
<td>34%</td>
<td>112,963.26</td>
<td>752,675.00</td>
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<td><strong>Personal Services</strong></td>
<td></td>
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<tr>
<td>Regular Employees</td>
<td>1,039,212.61</td>
<td>3,668,963.70</td>
<td>1,165,852.50</td>
<td>2,503,111.20</td>
<td>32%</td>
<td>363,945.66</td>
<td>3,668,963.70</td>
</tr>
<tr>
<td>Temporary/Seasonal Employees</td>
<td>-</td>
<td>31,321.35</td>
<td>-</td>
<td>31,321.35</td>
<td>0%</td>
<td>-</td>
<td>31,321.35</td>
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<tr>
<td>Overtime</td>
<td>42,753.80</td>
<td>114,773.40</td>
<td>38,578.43</td>
<td>76,194.97</td>
<td>34%</td>
<td>14,712.30</td>
<td>114,773.40</td>
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</tbody>
</table>

Requests are not approved until approved by Council by resolution as part of budget amendment process.
<table>
<thead>
<tr>
<th><strong>Prior</strong> Fiscal Year</th>
<th>Current Fiscal Year</th>
<th>Current Fiscal Year</th>
<th>Favorable or Unfavorable</th>
<th>Percent of Budget Received</th>
<th>Current Month</th>
<th><strong>Note-Adjusted budget is to track amendment requests</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Account</strong></td>
<td><strong>2019</strong></td>
<td><strong>2020</strong></td>
<td><strong>2020</strong></td>
<td><strong>Variance</strong></td>
<td><strong>2020</strong></td>
<td><strong>Fiscal Year</strong></td>
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<td></td>
<td><strong>YTD Actuals</strong></td>
<td><strong>Adjusted Budget</strong></td>
<td><strong>YTD Actuals</strong></td>
<td></td>
<td><strong>Actuals</strong></td>
<td><strong>Current</strong></td>
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<tr>
<td>Other Special Pays</td>
<td>511,400</td>
<td>12,922.34</td>
<td>30,058.00</td>
<td>6,292.05</td>
<td>23,765.95</td>
<td>21%</td>
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<td>Group Insurance</td>
<td>512,100</td>
<td>114,263.26</td>
<td>435,564.00</td>
<td>128,392.69</td>
<td>307,171.31</td>
<td>29%</td>
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<td>Social Security</td>
<td>512,200</td>
<td>73,662.40</td>
<td>291,116.00</td>
<td>79,865.64</td>
<td>211,250.36</td>
<td>27%</td>
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<td>Retirement</td>
<td>512,300</td>
<td>92,561.55</td>
<td>360,162.00</td>
<td>100,680.74</td>
<td>259,481.26</td>
<td>28%</td>
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<td>Workers’ Compensation</td>
<td>512,500</td>
<td>47,455.62</td>
<td>139,979.00</td>
<td>41,010.87</td>
<td>98,968.13</td>
<td>29%</td>
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<td>Other Employee</td>
<td>512,600</td>
<td>1,190.80</td>
<td>6,690.28</td>
<td>2,024.08</td>
<td>4,666.20</td>
<td>30%</td>
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<td><strong>Total Personal</strong></td>
<td>1,420,222.38</td>
<td>5,078,627.73</td>
<td>1,562,697.00</td>
<td>3,515,930.73</td>
<td>3,515,930.73</td>
<td>31%</td>
</tr>
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<td><strong>Discretionary</strong></td>
<td>521,100</td>
<td>6,912.94</td>
<td>25,000.00</td>
<td>8,922.38</td>
<td>16,077.62</td>
<td>36%</td>
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<td>Consulting &amp; Technical</td>
<td>521,104</td>
<td>-</td>
<td>10,000.00</td>
<td>10,000.00</td>
<td>-</td>
<td>0%</td>
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<td>External Contracted</td>
<td>521,105</td>
<td>10,876.92</td>
<td>53,000.00</td>
<td>18,886.40</td>
<td>34,113.60</td>
<td>36%</td>
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<td>Health Services</td>
<td>521,106</td>
<td>417.50</td>
<td>-</td>
<td>59.00</td>
<td>(59.00)</td>
<td>-</td>
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<td>Legal Services</td>
<td>521,107</td>
<td>20,085.22</td>
<td>-</td>
<td>0%</td>
<td>0%</td>
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<tr>
<td>Other Professional</td>
<td>521,108</td>
<td>-</td>
<td>15,250.00</td>
<td>15,250.00</td>
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<td>0%</td>
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<tr>
<td>External Banking/</td>
<td>521,109</td>
<td>3,450.60</td>
<td>17,700.00</td>
<td>4,745.88</td>
<td>12,954.12</td>
<td>27%</td>
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<td>Security Services</td>
<td>521,110</td>
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<td>5,000.00</td>
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City of Cedar Rapids
Library
151
2019-10-31

Requests are not approved until approved by Council by resolution as part of budget amendment process.
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<th>2020</th>
<th>YTD Actuals</th>
<th>Favorable (Unfavorable)</th>
<th>Varience</th>
<th>Percent of Budget Received</th>
<th>Current Month</th>
<th>Current Fiscal Year</th>
<th>Fiscal Year</th>
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CONCESSION AGREEMENT

CEDAR RAPIDS PUBLIC LIBRARY

AND

SWRV LLC., dba THE GREYHOUND CAFÉ

ARTICLE I

INTRODUCTION

1.1 Date of and Parties to Agreement. This Concession Agreement ("Agreement"), effective as of the date last written below is between the CEDAR RAPIDS PUBLIC LIBRARY (the "Library") and SWRV LLC., dba The Greyhound Café, an Iowa Corporation ("The Greyhound Café" or "TGC").

1.2 Purpose of Agreement. This Agreement sets forth the terms and conditions upon which the Library allows The Greyhound Café to operate the food, beverage, and catering concessions ("Concession Service") for the Cedar Rapids Public Library in Cedar Rapids, Iowa. The precise area from which The Greyhound Café will provide the Concession Service is shown on Exhibit A attached hereto ("the Premises"). The term "Concession Service" as used in this Agreement is the selling of food, beverages, confections, and related services, including catering services.

1.3 Term of Agreement. Subject to the Library’s rights set forth below in Section 2.1, the term of this Agreement is for two years commencing on or about January 1, 2020 and ending on or about December 31, 2022 (the "Initial Term"). In addition to the Initial Term, The Greyhound Café has the exclusive right to renew the Agreement for three additional one-year terms (each referred to as a "Renewal Term"). Each Renewal Term shall be governed by the following terms and conditions:

a. The Greyhound Café shall provide the Library with written notice, pursuant to the notice provisions of this Agreement outlined below, of The Greyhound Café’s intention to exercise its right to renew the Agreement at least sixty (60) days prior to the expiration of the Initial Term, and any Renewal Term thereafter.

b. The Greyhound Café’s right to renew shall be subject to the condition that it not be in default of this Agreement at either the date of the exercise of the right to renew, or the commencement of the Renewal Term. If The Greyhound Café is in default at either the date of the exercise of the right to renew, or the commencement of the Renewal Term, the Library may, in its sole discretion, refuse to allow The Greyhound Café to enter into the Renewal Term.
c. All other terms and provisions of the Agreement shall remain in full force and effect during the Renewal Term.

ARTICLE II
RELATIONSHIP OF THE PARTIES

2.1 Concession Service. Subject and pursuant to this Agreement, the Library grants The Greyhound Café the privileges to operate the Concession Service on or from the Premises. The Library may discontinue this grant by terminating this Agreement as provided in Section 7.6 or 7.7 herein.

2.2 Provisions Specifically Applicable to Catering Services. The Greyhound Café shall have the right of first refusal for those customers (individuals and firms) wanting catering services upon the library premises located at the Main Branch of the Cedar Rapids Public Library, 450 Fourth Avenue SE, Cedar Rapids, Iowa. Catering services shall mean the preparation and serving of food and beverage at a per-plate or per-person charge where payment for the entire function is from one individual, company, or customer.

a. In a manner determined by the Library in the exercise of its sole discretion, Library staff will direct customers who want to have events catered at the Main Branch of the Cedar Rapids Public Library to contact TGC. If a customer places an order for catering services with TGC, TGC shall either accept or refuse the catering services requested within two (2) days. If TGC accepts the request, TGC shall provide a written catering proposal within seven (7) days. If TGC refuses the request or does not provide a written proposal within the seven (7) days, a customer may use a provider of catering services of their choice. If TGC accepts the request and provides a written proposal within seven (7) days, a customer may nevertheless choose a provider of catering services of its own choice, in which case TGC may charge the customer a Catering Preference Fee ("CPF") of $2 per person or a maximum amount of $250 per event. Payment of the CPF will be requested by TGC and made by the customer directly to The Greyhound Café. This will be a matter wholly between the customer and The Greyhound Café.

b. Notwithstanding the privileges granted to TGC, customers may obtain catering services for food or beverages that are not offered by The Greyhound Café as shown by the schedule maintained on file by TGC with the Library, such as pizza, sushi, etc., without paying a CPF. Before obtaining catering services for food or beverages not offered by TGC, a customer must first consult with TGC to confirm that TGC does not or cannot offer the desired food or beverage items.
c. The Greyhound Café's Concession Services, including menus and beverages and food available, as well as the rates and terms, will be publically available. TGC will make an effort to provide high quality services at the current market rate of exchange.

d. Notwithstanding anything in this Agreement, the Library reserves the right to purchase and provide food, beverages and catering services for the Library's own programs, or those of the City of Cedar Rapids, from any vendor, service, or provider of catering services without payment of a CPF.

e. Additionally, notwithstanding this grant, Library customers are welcome to bring food into the Library no matter its source. Exclusive catering rights do not apply to potlucks, sack lunches, individually purchased vendor products, or similar foods used and enjoyed by library customers.

2.3 Regulations and Access. The Library may make reasonable regulations with regard to the use and occupancy of the Premises and The Greyhound Café shall comply with them as soon as reasonably possible after written notification. The authorized representatives of the Library shall have reasonable access to all areas of the Premises at all times that would not unduly impact the business operations of The Greyhound Café

2.4 Independent Contractor. The Greyhound Café shall act as an independent contractor and shall retain complete control over its employees and agents. Any party engaged by The Greyhound Café to sell specialty items or licensed merchandise pursuant to section 2.1 shall do so in the capacity of independent contractor.

ARTICLE III
SERVICES TO BE PERFORMED

3.1 Service and Locations. The Greyhound Café shall serve a variety of foods and beverages of high quality at the Library's concession area, including the drive-through area, and throughout each event for which it is obligated to manage and operate the Concession Service and at such times before and after such events as shall be reasonably designated by the Library.

3.2 Menu and Prices. The Greyhound Café will develop the menu and selling prices in consultation with the Library, and will make a reasonable effort to incorporate the Library's suggestions and/or requests. The Greyhound Café, however, shall retain full authority and discretion regarding final menu and pricing decisions. TGC shall maintain a current menu with pricing as part of the schedule on file with the Library, including all catering services.

3.3 Quality of Service.
a. The Concession Service to be provided shall be of the highest quality attainable, as determined by The Greyhound Café and in keeping with The Greyhound Café’s standards and the event being served. All concession areas are to be kept clean, orderly and sanitary at all times and in strict accordance with all applicable laws, ordinances, rules and regulations.

b. In refreshment stand and walking vendor operations, all glass bottled drinks must be served in individual paper or plastic cups and the bottle or can shall be retained by The Greyhound Café’s employee.

c. The Greyhound Café shall operate, serve and dispense all products which shall conform in all respects to the federal, state and municipal food and other laws, ordinances and regulations. No imitation, adulterated or misbranded article shall be knowingly sold or kept for sale, and all merchandise kept on hand shall be stored and handled with due regard for sanitation.

d. Vendors, whether stationary or circulating through the Premises, shall have leak-proof baskets and containers for carrying merchandise. The Greyhound Café shall prevent scattering of cups, wrappers, napkins and other items by its employees.

e. The Greyhound Café shall constantly endeavor to improve the operation with a view toward developing maximum gross receipts potential and service to the patrons.

ARTICLE IV
MANAGEMENT AND PERSONNEL

4.1 The Greyhound Café Employees. The Greyhound Café shall provide a sufficient number of qualified management and nonmanagement employees to operate the Concession Service. All personnel employed by The Greyhound Café shall at all times and for all purposes be solely in the employment of The Greyhound Café. The Greyhound Café will consult with the Library or its authorized representative regarding the hiring of a General Manager. The Greyhound Café, however, shall retain sole discretion concerning the hiring and employment status of its employees. The Greyhound Café employees are expected to follow the same level of professional decorum as the Library expects of its employees.

4.2 Payroll Taxes and Costs. The Greyhound Café shall be responsible to prepare and process the payroll for its employees directly and shall withhold and pay all applicable federal and state employment taxes and payroll insurance with respect to its employees, including any income, social security and unemployment taxes and workers’ compensation costs. The Greyhound Café shall indemnify, defend and hold the Library harmless from and against any claims, liabilities and expenses related to or arising out of The Greyhound Café’s responsibilities set forth in this section.
4.3 **Equal Opportunity and Affirmative Action Employer.** The Greyhound Café shall not discriminate because of race, color, creed, religion, sex, age, national origin, disability, sexual orientation, gender identity, familial status, marital status or status as a veteran, as defined and prohibited by applicable governmental law, in the recruitment, selection, training, utilization, promotion, termination, or other employment related activities concerning Concession Service personnel. In addition, The Greyhound Café affirms that it is an equal opportunity and affirmative action employer and shall comply with all applicable federal, state and local laws and regulations including, but not limited to, Executive Order 11246 as amended by 11375 and 12086; 12138; 11625; 11758; 12073; the Rehabilitation Act of 1973, as amended; the Vietnam Era Veterans Readjustment Assistance Act of 1975; Civil Rights Act of 1964; Equal Pay Act of 1963; Age Discrimination in Employment Act of 1967; Immigration Reform and Control Act of 1986; and Public Law 95-507; The Americans with Disabilities Act; and any additions or amendments thereto.

**ARTICLE V**

**FACILITIES, MAINTENANCE AND INVENTORIES**

5.1 **Premises.** The Library, at its sole expense, shall provide the Premises as described in the plans and specifications attached to this Agreement as Exhibits A and B. In addition, the Library will provide the equipment as set forth on Exhibit C attached hereto and by this reference incorporated herein.

5.2 **Condition of Premises.** TGC will maintain all areas used by TGC to provide the Concession Services in good condition to ensure compliance with applicable laws concerning building conditions, sanitation, safety and health (including, without limitation, OSHA regulations). Any modifications or alterations to the workplace or the Premises (whether structural or non-structural) necessary to comply with any statute or governmental regulation will be the responsibility of the Library and will be the Library’s expense.

5.3 **Equipment.** The Greyhound Café will provide and maintain all the equipment reasonably necessary to perform and provide the Concession Services. This equipment is set forth on Exhibit D attached hereto and by this reference incorporated herein.

5.4 **Sanitation.** The Greyhound Café will be responsible for the routine maintenance, housekeeping and sanitation in the concession stand areas and for sanitation of any condiment stands. The Greyhound Café will be expected to clean and remove debris related to catering by TGC following events in any part of the Library. The Library will be responsible for cleaning and sanitation of all surrounding areas in addition to pest control and refuse removal. All refuse and waste materials created by the concession operations, excluding that in seating areas, shall be promptly disposed of after each event by The Greyhound Café. Waste foods shall be kept in closed containers until removed from the Premises. Such removal shall be made promptly
during and after each event. Refuse and waste material shall be deposited by The Greyhound Café in outdoor litter bins provided by the Library and designated for use by The Greyhound Café.

5.5 Maintenance.

a. The Library will furnish the services of its maintenance staff, or shall furnish the use of outside maintenance services, as and when required for proper maintenance and repair of the Premises provided by the Library. The Library will be responsible for and pay all costs of maintenance and repair for the Premises provided by the Library, including repair parts, labor and supplies, except maintenance and/or repairs necessitated by the negligent and/or willful misconduct of The Greyhound Café and/or The Greyhound Café’s employees. In the event maintenance and/or repairs are necessitated by the negligent and/or willful misconduct of The Greyhound Café and/or The Greyhound Café’s employees, The Greyhound Café shall reimburse the Library for the costs of said maintenance or repairs. Subject to Section 6.3 herein, the Library shall have the right to require closure of The Greyhound Café for any period of maintenance or repair, including upgrades, that the Library deems necessary.

b. At the expiration of this Agreement, The Greyhound Café will leave the Premises and its equipment and appurtenances in at least the same condition as that in which they were, except only for normal wear and tear.

c. The Greyhound Café shall not erect, maintain or keep at the Premises any structure or equipment of any kind, whether temporary or otherwise, except with the written consent of the Library, which consent shall not be reasonably withheld. The Greyhound Café shall not make any alteration in, or additions to, nor post any signs upon any part of the Premises or permit signs to be posted for advertising of goods of any nature on the Premises or on vendor’s personnel or equipment without the prior written permission of the Library, which consent shall not be reasonably withheld.

d. The Greyhound Café shall not remove any article, or piece of equipment belonging to the Library, without the express written permission from the Library.

5.6 Library Obligations. The Library is responsible to provide the following at its own expense: utilities, water, ventilation, local land line telephone service, pest extermination and control, maintenance and repairs to the Premises including painting and decorating, fire and extended coverage insurance, or self insurance, for the Premises, and refuse removal.

5.7 Inventories of Food and Supplies. The Greyhound Café is responsible to purchase and own the inventory of food, beverages and supplies.
ARTICLE VI
FINANCIAL ARRANGEMENTS

6.1 Concession Fee. The Greyhound Café will pay the Library a Concession Fee in the amount of one thousand six hundred and ten ($1,610.00) per month subject to the provisions hereinbelow. The Greyhound Café will pay the Concession Fee to the Library no later than the seventh (7th) day of each month.

6.2 Catering Fee. TGC will also pay the Library a Catering Fee in the amount of 1% of gross catering revenue per year. TGC will pay the Catering Fee to the Library no later than the seventh (7th) day of January for the gross catering revenue earned for the immediately preceding year. The gross catering revenue will be the total of all amounts received by TGC from the operation of the Catering Services, less retail sales taxes and other direct taxes imposed upon receipts collected from a customer. TGC will provide the Library access to any and all financial records upon reasonable request that are reasonably necessary to verify TGC’s determination of gross catering revenue and payment of the Catering Fee.

6.3 TGC Closures for Maintenance and Repairs. In the event the Library deems it necessary to require closure of The Greyhound Café for any period of maintenance or repair, including upgrades, the Concession Fee for the month in which the closure occurs shall be prorated based upon two times the number of days closure is required. In the event the Concession Fee for the month in which the closure occurs has already been paid by TGC, the amount of any overpayment shall be deducted from the amount owed by TGC for the following month’s Concession Fee.

6.4 Late Payments. The Greyhound Café shall pay interest on any amount not paid when due at the rate of one and one-half percent (1.5%) per annum. Upon termination of the Agreement, all outstanding amounts shall immediately become due and payable.

ARTICLE VII
GENERAL TERMS AND CONDITIONS

7.1 Taxes. The Greyhound Café shall collect any applicable sales taxes and remit taxes to the appropriate taxing authority.

7.2 Compliance with Law. The Greyhound Café shall comply with the laws, ordinances, rules and regulations of all applicable federal, state, county and municipal governments, bureaus and departments concerning the sanitation, safety and health of the Concession Service, and shall procure and maintain all necessary licenses and permits. The Library shall cooperate as necessary with The Greyhound Café’s compliance and procurement efforts.
7.3 **Assignment.** This Agreement may not be assigned by either party without the written consent of the other party, which will not be unreasonably delayed or denied.

7.4 **Notice.** Unless otherwise provided herein, any notice or communication required or permitted to be given under this Agreement shall be in writing and shall be emailed, served personally, delivered by courier or sent by United States certified mail, postage prepaid with return receipt requested, addressed to the other party as follows:

Notices to Library:
Attention: Dara Schmidt  
450 Fourth Avenue SE, Cedar Rapids, IA 52401  
SchmidtD@crlibrary.org

Notices to The Greyhound Café:
Attention: Matt Georges  
926 N. Dodge Street, Iowa City, IA 52245  
ghdmanagement@gmail.com

and/or to such other persons or places as either of the parties may hereafter designate in writing. All such notices shall be effective when received. Sent notices shall be considered received forty-eight (48) hours after the same are deposited in the United States mail.

7.5 **Catastrophe.** Neither The Greyhound Café nor the Library shall be liable for the failure to perform their respective obligations under this Agreement when such failure is caused by fire, explosion, water, act of God, civil disorder or disturbance, strikes, vandalism, war, sabotage, weather and energy related closings, governmental rules or regulations, or like causes beyond the reasonable control of such party, or for real or personal property destroyed or damaged due to such causes.

7.6 **Termination Without Cause.** Either party may terminate this Agreement at any time by giving at least sixty (60) days' prior written notice to the other party of the intention to terminate this Agreement.

7.7 **Termination For Cause.** In the event either party breaches a material provision hereof ("Cause"), the non-breaching party shall give the other party notice of such Cause. In the event the Cause is remedied within thirty (30) days, the notice shall be null and void. If such Cause is not remedied within the specified period, this Agreement shall terminate upon the expiration of such remedy period. The rights of termination referred to in this Agreement are not intended to be exclusive and are in addition to any other rights available to either party at law or in equity. However, in cases where the Cause is the same or substantially similar to a prior Cause of which the party in material breach was given notice and opportunity to remedy, the other party may, but is not required to, terminate the Agreement without providing a remedy period.

7.8 **Construction and Effect.** A waiver of any failure under this Agreement shall neither be construed as nor constitute waiver of any subsequent failure. The Article and
Section headings are used solely for convenience and shall not be deemed to limit the subject of the Articles and Sections or be considered in their interpretation. Any Attachments referred to herein are made a part of this Agreement by the respective references to them, provided that in the event of a conflict between the terms of such Attachment or any other document incorporated herein, and the terms of this Agreement, the terms of the Agreement shall govern. This Agreement may be executed in several counterparts, each of which shall be deemed an original.

7.9  **Severability.** If any term or provision of this Agreement or the application thereof to any persons or circumstances shall to any extent or for any reason be invalid or unenforceable, the remainder of this Agreement and the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable shall not be affected thereby, and each term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.

7.10 **Amendments to Agreement.** Each of the Articles and any Exhibits shall remain in effect throughout the term of this Agreement unless the parties agree, in a written document signed by both parties to amend, add or delete an Article or Exhibit. This Agreement contains all the agreements of the parties, superseding any prior agreements and writings and may not be changed other than by an agreement in writing signed by the parties.

**ARTICLE VIII**

**INDEMNITY AND INSURANCE**

8.1  **Indemnity.** To the extent permitted by law, The Greyhound Café agrees to defend, indemnify and hold the Library, its directors, officers, employees and volunteers harmless from any and all claims and liabilities arising from the provision of Concession Service pursuant hereto to the extent that said claims and liabilities arise out of the negligence or willful misconduct of The Greyhound Café or the negligence or willful misconduct of The Greyhound Café employees.

8.2  **Insurance Requirements.**

a.  **Workers Compensation Insurance.** The Greyhound Café will provide workers compensation coverage as required by Iowa State law and any other necessary employer’s liability insurance.

b.  **General Liability Insurance.** The Greyhound Café will purchase and maintain during this Agreement commercial general liability insurance on a per occurrence basis with limits of liability not less than $1,000,000 per occurrence for bodily injury, personal injury and property damage. Policy coverages shall include premises and operations, products and completed operations, contractual, personal and advertising injury and independent contractors.
Coverage shall be no less inclusive and no more restrictive than the coverage provided by a standard commercial general liability policy form.

c. **Umbrella and Excess Liability Insurance.** The coverage specified above may be satisfied with a combination of primary and umbrella or excess liability insurance. Any umbrella and excess insurance shall be written on a per occurrence basis on a pay on behalf form providing the same coverage and endorsements required of the primary policies.

d. **Property Insurance.** The Library will purchase and maintain property insurance for the Premises. The Library may self-insure for this insurance.

e. **Subcontractors.** The Greyhound Café shall require all subcontractors who perform work and/or services under this Agreement to meet the same insurance requirements as required of The Greyhound Café. Failure of The Greyhound Café or subcontractor to comply with these requirements shall not be construed as a waiver of these provisions and shall not relieve The Greyhound Café of liability.

f. **Deductibles and Self-Insured Retention.** Any policy deductible or self-insured retention must be declared on the Certificate of Insurance and shall be subject to the approval of the Library. If not approved, the Library may either require the reduction or elimination of such deductible or self-insured retention as respects to the Library, its officers and employees or require The Greyhound Café to procure a bond guaranteeing payment of losses and related claims investigation, administration and defense expenses.

g. **Qualifying Insurance.** The insurance required by this Agreement shall be written by non-assessable insurance companies licensed to do business in the State of Iowa and currently rated “B” or better by the A.M. Best Company. All policies shall be written on an occurrence basis.

h. **Additional Insured.** The Library, the City of Cedar Rapids, Iowa and their officers and employees shall be named as additional insureds on The Greyhound Café's liability insurance policies and certificates of insurance and any subcontractor's liability insurance policies and certificates of insurance. The Greyhound Café will use an insurance certificate including a governmental immunity additional insured endorsement acceptable to the Library.

i. **Proof of Insurance.** The Greyhound Café shall furnish the Library with certificates of insurance. This Agreement will be listed on the certificates of insurance along with any deductible or self-insured retention. Before commencing any performance under this Agreement, The Greyhound Café shall deliver all certificates of insurance to the Library certifying that the policies stipulated above are in full force and effect. All insurance shall remain in effect during the life of the Agreement.
j. **Insurance Cancellation or Material Change Notice.** The certificates of insurance shall state that the insurance company will provide thirty (30) days written notice prior to cancellation, non-renewal or material change including reduction of insurance coverage or limits. The notice shall be sent to the Library via certified mail.

IN WITNESS WHEREOF, the duly authorized officers of the parties have executed this Agreement as of the respective date written below.

CEDAR RAPIDS PUBLIC LIBRARY

By: 
Name (printed): 
Title: 
Date: 

SWRV LLC.

By: 
Name (printed): 
Title: 
Date: 12/3/19
Library Equipment
1. Mop Sink
2. Mop Rails
3. 3 Compartment Sink
4. Wall Shelving
5. Drive-Up Equipment including menu board and headsets
6. 2 Pitcher Rinser
7. Counters and Casework
8. Café Island
9. Grease Inceptor
10. Plumbing Piping & Fixtures
11. Chalkboards
12. Fire Extinguisher
13. Guy Gray Ice Maker Outlet Box
14. Prep Sink
15. 3 Handwashing Sinks
16. Double Sink
17. 5 Floor Drain Strainers
Exhibit D

Equipment List
The Greyhound Café
For: Cedar Rapids Public Library

1. Point of Sale
2. Dipper Wells
3. Stainless steel grommet/knock box
4. Espresso Machine
5. Grinders
6. 2 Undercounter Refrigerators
7. Cup Dispenser
8. Airpots
9. Metal Display Shelving
10. Soda Fountain Machine
11. Ice Maker
12. Brewer
13. Bulk Grinder
14. Hot water maker
15. Water Heater
16. Blender
17. Dishwasher
18. Sandwich/Salad Prep Unit
19. Double door Refrigerator
20. Stainless steel prep table
21. Convection oven
Fines and Fees

Our library holds freedom to be one of its core values and is committed to the free and open exchange of ideas. Our Library holds Intellectual Freedom, Privacy, and Equity as our Guiding Principles. To ensure the free and open exchange of ideas and equitable access to all our citizens, the Cedar Rapids Public Library does not charge overdue fines on library materials. The board of trustees empowers library staff to set clear procedures, send regular reminders, and create a sense of belonging and commitment with our patrons to ensure materials are used by our community and returned in a timely manner. The library will charge patrons for items not returned and to recover the cost of processing.

We balance this value with a sense of fair-play. A free society has at its foundation the notion that its citizens are accountable for their actions and make good on their responsibilities. Fines exist, first and foremost, to ensure the availability of and access to our materials. The library will charge fines on materials that are returned late or recover the cost of materials that are damaged or lost.

The library will also charge fees as an economic disincentive to waste or to recover the cost of certain targeted services. On occasion, the library will charge for extraordinary or specialized services to raise revenue that supports foundational services.

Adopted: 08/24/89
Revised: 10/29/92, 05/02/96, 12/02/99, 08/05, 09/01/11, 02/04/2016, 12/045/2019
Reviewed: 2013, 11/2015
CRPL Fine and Fee Policy:
Research and Recommendations

October 2019
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Executive Summary

Every day at the Cedar Rapids Public Library (CRPL), patrons pay library fines for material returned to the library after it is due. The CRPL has charged its patrons overdue fines since 1896, and until recently the imposition of overdue fines on patrons has been the general practice in public libraries across the United States. However, in recent years many US public libraries have decided to eliminate fines to better serve their communities. The CRPL staff is examining its fine and fee policy in light of this trend.

The rationale for the current CRPL policy is described in Board Policy 3.03 “Fines and Fees”.

Our library holds freedom to be one of its core values and is committed to the free and open exchange of ideas. We balance this value with a sense of fair-play. A free society has at its foundation the notion that its citizens are accountable for their actions and make good on their responsibilities. Fines exist, first and foremost, to ensure the availability of and access to our materials.

The CRPL staff is charged with reporting on this current policy and for making recommendations to the board. The 2018 Cedar Rapids Public Library strategic plan, The Road Ahead, presented this call: “To amplify its service to the community and expand access to its rich array of programs and resources, the Library must examine and address barriers to use, target the underserved, and emphasize creativity and convenience.” One essential action of the plan is to “Examine Library Fine and Fee Policies”.

The library staff committee charged with this work recommends updating the current policy for three reasons.

1. **Overdue fines do not work.** Libraries that eliminate fines experience no increase in overdue material, as documented in interviews we conducted and in a review of written experience reports, and therefore these fines do nothing to ensure “availability of and access to” materials.

2. **Overdue fines are not aligned with the CRPL’s mission, vision, and values.** Equity is a guiding principle of the CRPL, yet fines restrict access and disproportionately impact residents in low-income census tracts.

3. **Overdue fines have multiple deleterious effects.** These include reduced staff effectiveness, cost associated with fine collection, and more patrons blocked from library service.

Keeping Equity and Access top of mind as our reasons for service, the committee concludes there is a clear and overwhelming case to recommend the elimination of overdue fines and to provide amnesty for existing late charges. The committee also recommends keeping existing fees for Lost Items and ensuring materials retention through increased reminders and auto renewal.
Materials Retention

Research
Historically, fines were primarily used as an economic driver to encourage the return of materials so others can also enjoy them. However, library trends are moving toward eliminating overdue fines on some or all materials. This trend will likely continue to gain momentum after the American Library Association (ALA) passed a resolution at the 2019 ALA Midwinter Meeting identifying monetary library fines as a form of social inequity.

The landscape of library fine and fee policies is continually changing. As libraries become fine free, many publish their proposals, processes, and results of updating these policies. Salt Lake City, San Francisco, San Diego, Saint Paul, and Kansas City public libraries have extensive documentation that was used to prepare this report. Articles on national trends and initiatives in Public Libraries Online, Library Journal, Urban Libraries Council, the Government Alliance on Race and Equity, and the American Library Association made up the remainder of our research. Data on CRPL materials was gathered from our library database in June 2019. We interviewed libraries of a similar size to Cedar Rapids to have a closer comparison. A literature search produced a 2016 white paper that researched how fines impact usage, a publication that concludes fines are a racial inequity, and a 2018 Ted Talk which outlines the ways in which library fines act as a barrier to access.

Returning Materials
A common concern about removing overdue fines is that materials will not be returned on time without the financial incentive of an overdue fine. Our study indicates that this concern is not supported by the evidence. Materials are still returned when overdue fines are not charged, suggesting that fines in and of themselves are not the best or only motivating factor for patrons to return materials.

In FY18 at the CRPL, 89% of checked out materials were returned on time and no fines were assessed. Our data shows that library materials are returning, and return fairly quickly after the initial due date. Thirty percent of overdue materials are returned within one week after the due date and after two weeks, the return rate is 64%. After 35 days, patrons are billed for the replacement of a lost item, which only makes

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2 [http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council_documents/2019_ms_council_docs/ALA%20CD%2038%20RESOLUTION%20ON%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201_27_0.pdf](http://www.ala.org/aboutala/sites/ala.org.aboutala/files/content/governance/council/council_documents/2019_ms_council_docs/ALA%20CD%2038%20RESOLUTION%20ON%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201_27_0.pdf)
5 [https://www.ted.com/talks/dawn_wacek_a_librarian_s_case_against_overdue_book_fines](https://www.ted.com/talks/dawn_wacek_a_librarian_s_case_against_overdue_book_fines)
up 10% of the overdue materials. Data further shows that almost 90% of the lost items are back within the first 100 days.

The experience of libraries that have eliminated fines is illuminating.

- Salt Lake City found that wait times for materials on hold were largely unaffected or actually decreased when they went fine free. This means patrons continued to return high-demand items on time or slightly earlier than before.\(^6\)
- The San Diego Public Library found materials were returned eight days earlier than they were before the policy change to remove overdue fines.\(^7\)
- Saint Paul Public Library found that when they removed overdue fines from children’s items, they were returned at a similar rate to materials that still had fines applied.\(^8\)
- Multiple Chicago area public libraries removing overdue fines also found that there were no negative effects.\(^9\)
- San Francisco Public Library stated the lack of evidence proving that fines motivate patrons to return materials on time is one of the reasons they chose to discontinue charging them. They also point out that the practice does not align with the library’s goals.\(^10\)

Data from several of the libraries we interviewed indicated that return rates were not a concern from their community so they did not track it. Others said their return rates were not significantly impacted positively or negatively.

- L.E. Phillips Memorial Library in Eau Claire Wisconsin saw a slight increase in materials slightly overdue but a decrease in materials over 45 days overdue. Their patrons are more likely to return materials because they will not be blocked upon their return due to late fees.
- Evansville Vanderburgh Public Library did not have measures in place to track this when the policy was updated. Anecdotally, they saw an increase in overdue items at first but it evened out over time.

All of the libraries listed found that their usage increased after removing overdue fines. All of the libraries listed also continued to charge for items that were not returned. They all cited concerns about access for low-income patrons and the negative effects on staff morale as reasons for removing overdue fees. There is no evidence that overdue fines get materials back to the library.

\(^8\) [https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADCPJlvyTqPc2dE8--YBWdpa/Other%20Library's%20Materials?dl=0&preview=Eliminating-Late-Fines-Presentation+-+Saint+Paul.pdf&subfolder_nav_tracking=1](https://www.dropbox.com/sh/pk77n53ujmsi2ec/AADCPJlvyTqPc2dE8--YBWdpa/Other%20Library's%20Materials?dl=0&preview=Eliminating-Late-Fines-Presentation+-+Saint+Paul.pdf&subfolder_nav_tracking=1)
Fine Free Libraries tighten up or modify circulation policies to ensure materials retention. The interviewed libraries shared how they increased their overdue notifications, spanning from one day post-overdue to seven days. Patrons also receive courtesy emails, in some cases, up to three days before the item is due.

Fine Free Libraries in our study continue the practice of renewing materials so long as the item meets a specified criteria, such as no other holds and an account in good standing. As an added service, some libraries offer auto-renewal, which extends the due date for the patron and thereby allows more time to elapse before an item is considered lost. The number of auto-renewals ranges from one time to five times per item.

If materials are still not returned after repeated notifications, as a further step, libraries then bill patrons for the cost of the item if not returned within seven to 30 days. At this point, the library assumes the material is lost and bills the patron to recoup the item’s replacement cost, which acts as additional motivation to return it. The bill is canceled (or refunded) when the item returns; however, of the 12 libraries, two libraries will accept the item and cancel the bill only within a set timeframe. For example, one library’s policy states the lost item can be returned for a refund within one year of the initial check out.

From this sample, almost half of the libraries assess a processing fee to recoup the staff time spent to recover assumed lost items or after the user is referred to a collection agency. The libraries also continue a standard practice of blocking accounts with lost items or unpaid fees to prevent further checkout and potential loss of materials.

Beyond the revenue loss, a principal concern is how to recover materials if there is seemingly no motivation to return them. In our own research, we interviewed 12 similar-sized libraries from across the country to learn more about their policy decisions to encourage overdue items’ returns.

**Borrowing Responsibilities**

We propose the following timeline to ensure materials retention without using overdue fines:

<table>
<thead>
<tr>
<th>Proposed Borrowing Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day One</td>
</tr>
<tr>
<td>Two days before Due Date</td>
</tr>
<tr>
<td>One Day Overdue</td>
</tr>
<tr>
<td>Three days Overdue</td>
</tr>
<tr>
<td>10 Days Overdue</td>
</tr>
<tr>
<td>20 Days Overdue</td>
</tr>
<tr>
<td>30 Days Overdue</td>
</tr>
</tbody>
</table>

Items can be returned within six months without penalty but accounts with lost items will be blocked from checking out more materials until items are returned or paid for.

Renewals can extend the amount of time the patron has with the item without it being considered overdue.
Patrons will still be able to access computers with a blocked card.

If lost items amount to $50 or more, the patron’s account will be referred to a collection agency six months after the due date. An additional $10 processing fee will be added to the account and will need to be paid even if materials are returned.

**Damaged Materials**

The regular use of library materials means that damage is inevitable and it is largely subjective to charge a patron for damaged materials. Our automated materials sorter is a time saver in many ways but it can cause unpredictable wear and tear on materials, making it difficult to ascertain whether a material was damaged by a patron or by one of our handling systems.

Much of the damage we encounter is from spilled drinks, pages or covers accidentally torn by a child, or corners chewed by a puppy. The committee feels that charging for damage discourages use from patrons, especially parents of small children, for fear that they’ll have to pay for something they can’t afford. The library has taken in under $2,000 a year in revenue for damaged materials over the last three fiscal years. The detrimental nature of the policy is not worth the very small financial gain: patrons won’t feel punished for use of materials and accidental damage.

<table>
<thead>
<tr>
<th>Year</th>
<th>Damage Fees Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17</td>
<td>$1,715.50</td>
</tr>
<tr>
<td>FY18</td>
<td>$1,610.07</td>
</tr>
<tr>
<td>FY19</td>
<td>$1,284.22</td>
</tr>
</tbody>
</table>

**Other Fees**

**InterLibrary Loan**

InterLibrary Loan (ILL) is a valuable service that allows the CRPL to ship and receive materials from libraries outside of our system. We currently charge for every ILL transaction to recover the cost of shipping the item. In addition, the Library receives, through the State Library of Iowa, money from Open Access funds specifically for these materials.

The current revenue from ILL is under $2,000 a year. However, the service has an associated shipping costs so a small fee for patrons, beyond a determined number of loans, would be necessary to control costs. The committee supports exploring options to allow for a small number of free ILL per year for each patron to increase access to materials outside of our budget and/or collection development policy. ILL services should be expanded to allow patrons access to a service they may not have otherwise used. Additional ILLs beyond a determined threshold would continue with the same fee structure.

<table>
<thead>
<tr>
<th>Year</th>
<th>ILL Fees Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17</td>
<td>$884</td>
</tr>
<tr>
<td>FY18</td>
<td>$1,974</td>
</tr>
<tr>
<td>FY19</td>
<td>$1,948</td>
</tr>
</tbody>
</table>

**Mission Alignment**

The Cedar Rapids Public Library’s current policy on fines and fees does not support the library’s mission.

In 2018, the Library updated its mission, vision, values, and guiding principles with a new strategic plan. The core of these statements culminates into one phrase: Our Library is for everyone. The plan strategizes

how we can bring the Library to our community and invite others in who might not otherwise know about us or use our services.

The outdated language in current policy needs to align with our Guiding Principles of Privacy, Equity, and Intellectual Freedom. Our policy does not reflect our mission to “connect people to information, experience, and services that enhance their quality of life so our community can learn, enjoy, and thrive” nor our vision to be “a beacon of literacy to all who seek knowledge and understanding. We are compassionate navigators to the information, resources and entertainment you seek. We are your library.”

The American Library Association passed a resolution on Monetary Library Fines as a Form of Social Inequity in January, 2019. The resolution states evidence indicates that eliminating fines increases library use, and fines create barriers to access as well as absorbs staff time to collect and manage the fees. The resolution concludes: “…monetary fines ultimately do not serve the core mission of the modern library…” After passage of the resolution, ALA plans to support libraries by updating its Policy Manual discouraging fines, and urging libraries and governing bodies to examine policies and strengthen funding so libraries are not dependent on this form of revenue.

**Blocked Cards**

As of June 2019, over 16,000 library cards in the Metro Library Network were blocked due to fines and fees from either overdue or lost items.

These cards are divided into 3,490 library cards held by children (ages 17 and under) in blocked and collection status, and 13,194 cards for adults in blocked or collection status. Children’s cards have over 68,572 individual overdue fines attributed to them while adults have 243,626. When fines reach blocked status, patrons who can’t afford to pay fines quit using the Library. The higher the amount a person is in debt to the library, they are less likely to pay it off and return.
We mapped out the addresses for blocked cards, removing any identifying personal information. These maps confirm that addresses with blocked library cards are heavily clustered in low-income census tracts.\textsuperscript{12}

The map of blocked cards can be filtered by overdue fines, lost items, or miscellaneous charges. Miscellaneous charges include damaged materials or long overdue items that have been on the account for more than two years. The pattern remains the same: low-income census tracts have higher concentrations of blocked cards. The Government Alliance on Race & Equity cites library fines as a concern for racial equity as well, specifically as a contribution to structural racism.\textsuperscript{13} The City of Cedar Rapids is a new member of the Government Alliance on Race & Equity in an effort to expand current equity initiatives \textsuperscript{14} within all City departments. The Cedar Rapids Public Library includes equity as a guiding principle and discontinuing fines collection would align us with our municipal government.

\textsuperscript{12}https://www.google.com/maps/d/viewer?mid=1Goep8YQckt3TaZHEMW_E_8piifntzV6n&ll=41.992164965405685%2C-91.66171418518678&z=14


\textsuperscript{14} https://www.racialequityalliance.org/jurisdictions/cedar-rapids-ia/
One of the prevailing arguments for overdue fines elimination is to improve access for the community that library serves. According to several sources, including ALA, fines inadvertently undermine a library’s mission.

**Policy Language Recommendations**

Our current policy reads:

> Our library holds freedom to be one of its core values and is committed to the free and open exchange of ideas. We balance this value with a sense of fair-play. A free society has at its foundation the notion that its citizens are accountable for their actions and make good on their responsibilities. Fines exist, first and foremost, to ensure the availability of and access to our materials. The library will charge fines on materials that are returned late or recover the cost of materials that are damaged or lost.

> The library will also charge fees as an economic disincentive to waste or to recover the cost of certain, targeted services. On occasion, the library will charge for extraordinary or specialized services to raise revenue that supports foundational services.

The committee supports discontinuing fines for overdue and damaged materials, and offering amnesty for all previous late fees. The committee recommends charging a fee for lost items in accordance with current practice. This new policy recommendation fulfills our Library’s mission: to connect people to information, experiences, and services that enhance their quality of life so our community can learn, enjoy, and thrive.

We recommend the following language change:

> Our Library holds Intellectual Freedom, Privacy, and Equity as our Guiding Principles. To ensure the free and open exchange of ideas and equitable access to all our citizens, the Cedar Rapids Public Library does not charge overdue fines on library materials. The board of trustees empowers library staff to set clear procedures, send regular reminders, and create a sense of belonging and commitment with our patrons to ensure materials are used by our community and returned in a timely manner. The library will charge patrons for items not returned and to recover the cost of processing.

> The library will charge fees as an economic disincentive to waste or to recover the cost of certain, targeted services. On occasion, the library will charge for extraordinary or specialized services to raise revenue that supports foundational services.
**Benefits of Fine Free Libraries**

The national landscape of public libraries is undeniably shifting toward minimizing or eliminating overdue fines. Currently around 500 public libraries in the United States have gone fine free, with many others in the planning stages. Many vanguard libraries in large cities across the country, San Francisco Public Library, Denver Public Library, Phoenix Public Library, Anythink Libraries, Saint Paul Public Library, Kansas City Public Library, and Salt Lake City Library, have all eliminated fines. Many smaller libraries have already followed suit, including several in Iowa, such as Carnegie-Stout in Dubuque, Council Bluffs, Davenport, Ely, and Waverly public libraries.¹⁵

Many of the arguments for this are similar from library to library. They seek to expand access to materials by removing barriers, save valuable staff time from fine collection, and improve relationships with their communities.¹⁶

The Cedar Rapids Public Library risks falling behind industry leaders. We cannot draw top talent and capitalize on the talents of current staff with policies that do not support our mission, vision, values, or guiding principles.¹⁷ The ALA’s Resolution on Monetary Library Fines as a Form of Social Inequity clearly states that collecting fines does “not serve the core mission of the modern library.”¹⁸ The idea that fines encourage people to return items on time has been proven false through studies that have come with this nationwide trend to discontinue fines.

**Benefit – Financial Stewardship**

**The Financial Cost behind Fines and Fees**

While libraries gain revenue from fines and fees, there is also a tangible cost to assess these fees. Charging fines, working with patrons on fines, money handling, and reconciliation all require significant staff time.

We examined the number of interactions staff had with patrons about fines, the number of register transactions to take payment, and the time spent counting and reconciling the accepted money.

Staff average 311 conversations with patrons about fines and fees every week, or 16,000 conversations annually. These are only the conversations about fines on accounts, explaining those fines, and discussing policies on fines. This does not include fine payment. Those interactions alone account for the largest cost of charging fines: in the range of $17,000 to $28,000 of staff time per year depending on the average length of the conversation, which ranged from three to five minutes long.

Staff also spend hours a week in the cash register transactions, daily counting of the cash drawers, and weekly deposit reconciliation. Staff spend over 1,200 hours a year in conducting transactions, handling money, and drawer counting, in addition to administration staff time to further reconcile cash.

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¹⁵ [https://www.google.com/maps/d/viewer?mid=1kDI0KZEUXw38bncqGgy0-UMd3ylSux&ll=27.94861543757%2C-87.6370066849973&z=4](https://www.google.com/maps/d/viewer?mid=1kDI0KZEUXw38bncqGgy0-UMd3ylSux&ll=27.94861543757%2C-87.6370066849973&z=4)


¹⁷ [https://www.crlibrary.org/about-us/](https://www.crlibrary.org/about-us/)

¹⁸ [http://www.ala.org/aboutala/sites/ala.org/aboutala/files/content/governance/council/council_documents/2019_ms_council_docs/ALA%20CD%20RESOLUTION%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201_27_0.pdf](http://www.ala.org/aboutala/sites/ala.org/aboutala/files/content/governance/council/council_documents/2019_ms_council_docs/ALA%20CD%20RESOLUTION%20MONETARY%20LIBRARY%20FINES%20AS%20A%20FORM%20OF%20SOCIAL%20JUSTICE%20Revised%201_27_0.pdf)
When all costs are added, the library spends between $42,000 to $57,000 a year to collect fines. In FY2019, fines and fees revenue equaled $78,358.11, which only provides a net revenue of $21,400. In coming fiscal years, we anticipate fines and fees revenue to continue to decrease as digital materials become more popular.

<table>
<thead>
<tr>
<th>Year</th>
<th>Physical Checkouts</th>
<th>Digital Checkouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY2017</td>
<td>913,719</td>
<td>113,650</td>
</tr>
<tr>
<td>FY2018</td>
<td>840,825</td>
<td>122,291</td>
</tr>
<tr>
<td>FY2019</td>
<td>767,773</td>
<td>156,381</td>
</tr>
</tbody>
</table>

The majority of the daily cash and credit card transactions are for fines and fees, which encompasses fines for overdue materials, damage, lost material replacement costs, and ILL fees. Drilling down further to just overdue fines, the data shows us that 95% of fines and fees is for overdue fines alone.

We will continue to charge for lost item replacement costs and ILL fees, but removing overdue fines means over $50,000 in staff can be reallocated to connecting people with resources.

Libraries continue to earn revenue from other services, such as printing and photocopying, ILL, faxing, and sales of items, such as flash drives. Fiscal impact is one of the larger concerns for a library going fine-free, especially for smaller libraries. However, fines elimination has indirect impacts that are a counter argument to the revenue loss. Libraries report increased usage statistics: door counts, circulation, program attendance, and number of library cards issued increases.

When the stigma of fines is removed, people are encouraged to return to the Library and feel welcome.

**Benefit – Staff Morale**

The cost to our library and our patrons cannot always be monetized. There is a cost to our public perception and relationships when considering statistics on fines and fees conversations. If 311 conversations about fines occur in an average week, that equates to over 16,000 per year.

Despite staff efforts to be supportive and helpful to patrons, it is difficult for these conversations to be positive. The conversations can be a drain on staff morale and patron relationships. While this cannot be
measured in dollars, the removal of 16,000 negative interactions in a year has the potential to revolutionize our library environment for the better.

Staff can spend their time helping patrons write resumes, find their next favorite book, offering outreach, and innovating new services rather than performing transactions with a negative outcome. Patrons will no longer feel chastened or ashamed to return to the library.

Job satisfaction and morale increases when hard conversations about fines are eliminated. Staff time to collect and manage fines is also removed, allowing the staff members to focus their time on the library’s mission. The discontinuation of fines can also help us recruit service-focused candidates who are looking to work in a library or library system whose mission aligns with their personal values as a librarian.

**Conclusion**

Our Library has a strong history of being local leaders in major library trends and initiatives, and making policy changes to benefit patrons and their freedom to access the information they seek. We find a way to support our community and its respective needs.

Overdue fees do not serve our stated purposes of Mission Alignment or Materials Retention. Fine elimination is not a passing trend, especially with increased support from libraries and endorsement by ALA. The basis for fines elimination is strong and aligns with the prime mission and vision for libraries.

When truly taking our mission and guiding principles into practice, the committee concludes there is a clear and overwhelming case to recommend the removal of overdue fines and provide amnesty for all existing late charges. The continuation of fines, in the light of staff time and wages, combined with negative public perception and restricting patron access, is not worth the cost. Changing this policy will improve equity, increase staff morale, and build a stronger patron base. Keeping existing fees for Lost Items, increasing reminders, and adding auto renewal will ensure materials retention.

The committee strongly recommends the elimination of overdue fees so we can fully serve our mission and welcome back patrons who can no longer use us due to fines and the stigma of fines.
Acknowledgments

Fine and Fee Research Committee
Erin Horst, Materials Manager
Aaron Bock, Materials Supervisor
Jill Martinez, Automation Librarian
Kristine Olsen, Materials Librarian
Jessica Musil, Administrative Assistant

Senior Leadership Team
Matthew Wilding, Board of Trustees President
Dara Schmidt, Library Director
Erin Horst, Materials Manager
Kevin Delecki, Programming Manager
Amber McNamara, Community Relations Manager
Todd Simonson, Public Service Manager

Additional information:
Fine Free Map: https://www.urbanlibraries.org/member-resources/fine-free-map
Fine Free Library Map: https://endlibraryfines.info/fine-free-library-map/
Freedom From Fines: https://www.kclibrary.org/finefree
Appendix A:

Historical Context of the Cedar Rapids Public Library

The Cedar Rapids Public Library has been serving our community for over 125 years. The Library, which has been recognized – nationally and among other libraries as well as our local community – for innovation and service, was awarded the National Medal for Museum and Library Service\(^\text{19}\) in 2017. Our staff is regularly selected to present at local and national conferences, and other libraries visit our buildings to learn about our design, customer service models, and more.

In 2018, the Library updated its mission, vision, values, and guiding principles with a new strategic plan\(^\text{20}\). The core of these statements culminates into one phrase: Our Library is for everyone. The plan strategizes how we can bring the Library to our community and invite others in who might not otherwise know about us or use our services.

We serve a community of approximately 126,326\(^\text{21}\) residents with two locations and throughout the community at a variety of outreach opportunities. The Library consists of two physical locations: the Downtown Library, a 94,000 square foot facility in the heart of our city, and Ladd Library, a 16,000 square foot branch on the west side of Cedar Rapids. Each building serves its own unique population, evidenced in usage patterns, and indicates how our respective buildings meet pockets of needs. In addition, we are part of a larger Metro Library Network, a consortium that also includes Marion and Hiawatha public libraries, enabling us to share materials, databases, services, and resources.

Our collection is comprised of many types of materials, which offers different ways for patrons to access the information they seek at the Library. Our libraries offer more than the traditional print and digital materials. If the Metro Library Network can’t fulfill a patron’s request, he/she can utilize InterLibrary Loan (ILL) services to borrow materials from other libraries in Iowa or across the country. Patrons have access to 71 databases for personal, professional, and education purposes.

<table>
<thead>
<tr>
<th>FY19 Library Materials Statistics</th>
<th>Type</th>
<th># of Items</th>
<th>Circulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>229,061</td>
<td>498,122</td>
<td></td>
</tr>
<tr>
<td>Audio</td>
<td>19,918</td>
<td>50,715</td>
<td></td>
</tr>
<tr>
<td>Video</td>
<td>45,720</td>
<td>208,787</td>
<td></td>
</tr>
<tr>
<td>Digital (eBooks, Audio, Video)*</td>
<td>18,000</td>
<td>170,817</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>4,791</td>
<td>10,149</td>
<td></td>
</tr>
</tbody>
</table>

\(^{*}\)does not include subscription holdings of over 10,000 items

Patrons may also check out Spark Kits, experiential learning kits for kids through adults; tablets; WiFi hot spots; video games; and more. Between the two locations, patrons can access 128 public computers for all ages. The Library also offers services such as printing, photocopying, and faxing documents. Users may also reserve study rooms and meeting rooms for their own use.

Approximately 57,600 patrons attended 1,073 on-site programs and events hosted by the Library in FY19 while an additional 10,745 patrons experienced the Library off-site through outreach. Over 96,900 patrons utilized meeting rooms for private meetings, corporate events, weddings, and more. 623,901 people entered our doors. On the whole, these numbers feel impressive but we can always do more to entice the community to learn more about us and use us in ways meaningful to their lives.

\(^{19}\) https://www.imls.gov/issues/national-initiatives/national-medal-museum-and-library-service/2017-medals

\(^{20}\) https://www.crlibrary.org/about-us/strategic-plan/

\(^{21}\) https://www.census.gov/quickfacts/cedarrapidscityiowa
Appendix B:

Current Fines and Fees Procedure

The Cedar Rapids Public Library established a fines and fees policy to enforce the return of library materials within a specified timeframe. As with other libraries, the check-out limits, loan periods, and fines are at the discretion of the library director and materials manager. These policies must align with the board of trustee’s policies on Collection Development and Fines and Fees, but the fines and fees policy must also remain flexible so a library can adjust parameters to best serve the patrons.

The following is an explanation of the Cedar Rapids Public Library’s current fines and fees schedule.

Overdue fees

Patrons are assessed overdue fines the day after an item’s initial due date. Once an item has been in an overdue status for 30 days, the patron is charged cover, or retail, price for the item. If the patron returns the item after the replacement fee has been charged, the fee is reduced to the maximum fine rate listed for that particular material type. Patrons can renew items without holds, up to two times, with the exception of Quick Pick materials, tablets, and WiFi hotspots. Items can be renewed online, over the phone, or in person. At this time, we do not use an auto-renewal system.

<table>
<thead>
<tr>
<th>Material Types</th>
<th>Limit</th>
<th>Loan Period</th>
<th>Fines per day</th>
<th>Max Fines</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Day Books - Quick Pick</td>
<td>None</td>
<td>10 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>Adult and Young Adult Books</td>
<td>None</td>
<td>21 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>Adult Tablet (Nexus 7)</td>
<td>1</td>
<td>14 Days</td>
<td>$5.00</td>
<td>$20</td>
</tr>
<tr>
<td>CDs</td>
<td>None</td>
<td>21 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>Children’s Books</td>
<td>None</td>
<td>21 Days</td>
<td>$0.20</td>
<td>$4</td>
</tr>
<tr>
<td>Children’s Tablet (Launchpad)</td>
<td>1</td>
<td>14 Days</td>
<td>$2.00</td>
<td>$20</td>
</tr>
<tr>
<td>DVD’s - Fiction</td>
<td>20</td>
<td>7 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>DVD’s - NonFiction</td>
<td>20</td>
<td>21 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>DVD’s - Quick Pick</td>
<td>3</td>
<td>7 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>InterLibrary Loans</td>
<td>5</td>
<td>Varies</td>
<td>$1</td>
<td>$20</td>
</tr>
<tr>
<td>Magazines</td>
<td>None</td>
<td>10 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>Pamphlets</td>
<td>None</td>
<td>21 Days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>Video Games</td>
<td>3</td>
<td>7 days</td>
<td>$0.25</td>
<td>$7</td>
</tr>
<tr>
<td>WiFi Hotspot</td>
<td>1</td>
<td>10 Days</td>
<td>$1.00</td>
<td>$20</td>
</tr>
</tbody>
</table>

Blocking a Patron Account

The library offers three card types: Metro, MetroLite, and Quick. The different types allow patrons to decide what is right for them. For example, a Quick Card might be ideal for a child’s first card or for someone without an ID. The card types give different benefits to use the library but can also reduce patron liability. Accounts are blocked for fines or fees at differing rates depending on the card type. All library card types allow users access to public computers and digital materials regardless of status.
## Notifications for Overdue or Lost Items

In an effort to help patrons keep track of overdue dates and/or lost items, patrons receive overdue notifications by telephone, text message, or email. Patrons will choose their notification preference when they first get a card but may change this at any time. Notifications are sent when items are three, 10, and 20 days overdue. Email users receive a reminder two days before an item is due. After an item has been overdue for 35 days, the library mails a paper notice with the cost of the item to the cardholder. If the item is returned, the fee is reduced to the maximum late fee for the respective material type.

If the patron pays for the replacement of item, the charge is the retail price. The library does not accept replacement materials in place of payment.

## Damage Fees

Patrons may also be charged for materials that are returned within a defined damage criteria, such as wet or moist, chewed or bitten corners, or cracked screens, and only if staff can be confident the patron is responsible. The patron is billed for the retail price for the item. Once the damaged item is paid for, the patron can keep the item if they choose. Replacement materials are not accepted for damaged materials.

## InterLibrary Loan Fees

ILL allows patrons to check-out materials from other libraries in the state of Iowa or in the United States. To help offset the cost of shipping, the patron is billed $3 for items available in Iowa or $5 for items available outside of Iowa. The fee does not entirely pay for the cost of shipping. However, the State Library of Iowa does reimburse us an additional portion of ILL costs. Overdue fines for these items are $1 per day.
**Fine Forgiveness or Cancellation**

Libraries understand that life happens and on a case-by-case basis, fines may be forgiven or cancelled. Forgiveness means that the patron has given staff a reason they were not able to return the item that seems reasonable enough to forgive the fines. The amount forgiven is automatically recorded as a payment type in the patron’s account and can be consulted when determining whether to forgive any future fines. If a patron has had many fines forgiven in the past, they may not have current fines forgiven. This is based on staff discretion.

Cancellation is specific terminology used within our Integrated Library System. Our ILS allows staff to “cancel” fees. Cancellation typically occurs in regards to replacement bills. If a patron returns the assumed lost materials, the replacement cost for that item is canceled. Otherwise, cancellation typically indicates an error on the library’s part. For example, if the automated materials sorter malfunctioned and items were not checked in on the day they were returned, that is considered a library error and the subsequent fines are cancelled. However, the patron would need to notice this error and speak with a staff member about it.

<table>
<thead>
<tr>
<th>Year</th>
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<tr>
<td>FY17</td>
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<tr>
<td>FY18</td>
<td>$89,346.83</td>
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<td>FY19</td>
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Appendix C:

ALA Resolution on Monetary Library Fines as a Form of Social Inequity

Resolution on Monetary Library Fines as a Form of Social Inequity

Whereas monetary fines present an economic barrier to access of library materials and services;

Whereas there is mounting evidence that indicates eliminating fines increases library card adoption and library usage;

Whereas monetary fines create a barrier in public relations, and absorb valuable staff time applying, collecting, and managing dues;

Whereas the first policy objective listed in ALA Policy B.8.10 (Library Services to the Poor) as approved by ALA Council on January 27, 2019, states that the American Library Association shall implement these objectives by “Promoting the removal of barriers to library and information services, particularly fees, and overdue charges”;

Whereas ALA Policy B.4.2 (Free Access to Information) “asserts that the charging of fees and levies for information services, including those services utilizing the latest information technology, is discriminatory in publicly supported institutions providing library and information services”;

Whereas in Economic Barriers to Information Access, An Interpretation of the Library Bill of Rights, ALA states “All library policies and procedures, particularly those involving fines, fees, or other user charges, should be scrutinized for potential barriers to access;

Whereas libraries will need to take determined and pragmatic action to dismantle practices of collecting monetary fines

Whereas libraries of all types are responsive to bodies, be they school districts, boards of trustees, college and university administration, or government entities and therefore need to be able to make the case to those bodies about eliminating fines; and
Whereas monetary fines ultimately do not serve the core mission of the modern library; now, therefore, be it Resolved, that the American Library Association (ALA), on behalf of its members

1. adds a statement to the Policy Manual that establishes that “The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.”;
2. urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and
3. urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.

Mover: Peter Hepburn, Councilor At-Large, 773.426.8082
Seconders: Matt Ciszek, Councilor At-Large, 330.397.3650
   Sara Dallas, Councilor At-Large, 518.859.0742
   Ed Garcia, Councilor At-Large, 401-497-8992

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Department Updates

*Community Relations* kept busy over the past month with thousands of people utilizing our meeting rooms for special events. This included well attended public events such as the Presentation of The Importance of Black Economic Empowerment by the Americans for Prosperity Foundation, a presentation by the US Attorney in partnership with the Cedar Rapids Civil Rights Commission, and a Future Iowa Caucus Event by ImpactCR. Weddings are nearly done for the calendar year, and more than a dozen are scheduled for 2020. Our Design and Marketing Team completed the winter issue of *OPEN+* as well as the 2019 Annual Report. Work has begun on plans for the position which will be vacated when Amy Ackman retires in December.

This fall, the Library started the process of recertification as a Service Enterprise organization. We were originally certified in 2015 and are one of the first local organizations entering the recertification phase. A Service Enterprise is an organization that leverages volunteers and their skills to successfully deliver the mission of an organization. A team of staff, leadership, and trustees took the first step in recertification by completing a survey of the Library’s volunteer practices. The team is now entering the survey results review process and will develop an action plan to achieve recertification. The deadline to be recertified is May 2020. Volunteer Hours in October 2019: Downtown = 438.25; Ladd = 139; Total = 577.25

The *Materials* Department is excited about the implementation of a new program from the State Library of Iowa called IASHares. IASHares is a courier service that connects all of the public libraries in Iowa to easily send InterLibrary Loan (ILL) items between libraries at no cost. This will save the library a significant amount in postage costs, so we will evaluate our ILL processes and adjust as need to allow greater access to items throughout the Iowa library network. We’ve also said goodbye to Donald Troester, our Library Materials Processor for the last 35 years as he’s taking his well-deserved retirement. The *Technology Solutions* team has been testing automated patching software on staff and public computers. The team is also auditing the security badge system to ensure it’s up to date. We’ve completed the privacy screen application process and are evaluating the durability of the screens and any patron reactions.

*Programming.* November was a pretty typical month for the Programming Department. Our regularly scheduled programs and events continued throughout the month, reaching thousands of residents. We also spent numerous hours out in the community reaching children and families where they are. Plans for Summer 2020 have begun, and are starting to take shape. We are invested as a department in helping to ensure that our students begin each school year ready to learn, and are taking steps to update and adapt our summer program to assist in that.

*Public Service*

In a recent skip level meeting, one employee wanted to commend the Library Board and senior management team for using the Strategic Plan to guide our practices/policies/procedures. Todd is working with Willis Dady to hire a social work-type position, using grant funds, to better serve library patrons. In addition, through a health grant project, Dara, Kevin, and Todd are working with Linn County Public Health to develop programs.

*Great Stories*

While in the children’s library, a 12 year old boy came up to me and asked for one of the books in the Voyager series and specified it be a book on CD. I looked it up for him and while walking him back to where the audiobook was located he asked me if I knew why he was asking for a book on CD. I told him I didn’t know why and he proceeded to tell me that he had HATED books, just plain hated them. Within the last year he was diagnosed with dyslexia; he was then introduced to audiobooks and to say they changed his mind about books is an understatement. He left with several books on cd and his smile was so contagious I am left smiling ear to ear as I type this story. – Michele Prostine
Over the past month (maybe a little longer) I have been helping one of our patrons with filling out paperwork and submitting it to the immigration website so that his wife can come over to this country. It has been a very long and tedious process, but we finally got everything submitted, so that all he has left is to wait for an interview to be scheduled. He was very happy for the help and as soon as his wife gets here he wants to bring her in to the library because of the great service we provide. – Sidney Christiansen

About a month ago, I was working in the evening and a teenage girl came into the library. She looked nervous and uncomfortable so I asked her if I could help her find something. She said she was required to read Huckleberry Finn and couldn’t find it. We looked it up and found a copy she could check out. When I asked for her card, she handed it to me but kept looking around and at the ground. She had fines on the card of $31 from back in 2017. I told her about the fines and she said, “That was from a couple years ago.” I asked if she was able to pay anything to lower the account to under $20 so she could check out, and she said she had no money. I told her those fines are from a few years ago and I would like to forgive those fines and bring her account back to a zero balance. She was surprised and said she needed to talk to her dad, so she went and found him. It was clear he knew there were fines on her card and he was shaking his head when he walked up to the desk. I explained that I was going to forgive the fines and he was immediately skeptical.

"Why would you want to do that?" I explained that it was much more important to me that she have the ability to check out the book she needed and have access to use the library, then to restrict her for an overdue books from two years ago. I said, "It doesn't do your daughter any good to be unable to use the library. It doesn't do the library any good if people aren't able to use our services, so this is a positive for both us." He kept asking if I was sure and I was so pleased and proud to say I had been given the ability to forgive fines for patrons and this was a perfect time to do just that.

She checked out Huckleberry Finn that night and smiled at me and said thank you. Her father seemed really moved by this interaction and said thank you several times. I said I looked forward to seeing them again soon and he said, "You definitely will!" I have seen the girl a couple times again and although we haven't talked again, she has given me a smile and little wave.

For me, this is what customer service looks like and I was so proud to represent the library and bring this young patron back into our building. – Tricia Semple