

## MANUAL FINES OVERVIEW, FY16-FY19

We offer customers reduced pricing for damaged Playaways and lost/damaged single audiobook discs. Feedback from the January 2020 Access Manager meeting determined front line staff were confused as to when they should offer discounted prices, therefore, they were rarely applied.

This document shares data on the frequency of using the \$7 disc replacement fee, the frequency of reduced Playaway fines, and the frequency of waived/cancelled manual fines in FY16 – FY19. All annual fee data has been removed from the report.

Here is a summary of events:

- October 2017: We no longer replace single audiobook discs, but we continued to offer the \$7 pricing to customers.
- February 2018: We began offering reduced Playaway pricing on damaged items.
- Spring 2018: Access trainings began with manual fines being covered in workshop #2.
- August 2018: Updated the process for processing damaged materials.

### FREQUENCY OF USING THE \$7 DISC REPLACEMENT FEE

In the past we would charge a customer \$7 to replace a missing/damaged disc that was part of an audiobook. Due to the cost of the audiobooks we had to purchase and the workflow, on October 2017 it was shared we will no longer follow this process. To ensure we were providing good customer service, we continued to charge \$7 for missing audiobook discs.

FY16

	CD	DVD/DVDR	AMP
Paid	9		2
Waive			
Cancel	1	1	2
Outstanding	2		
Total	12	1	4

FY17

	CD	DVD/DVDR	AMP
Paid	5		
Waive			
Cancel	2	1	
Outstanding	1		1
Total	8	1	1

FY18

	CD	DVD/DVDR	AMP
Paid	20	2	1
Waive	3		
Cancel	1		
Outstanding	2		
Total	26	2	1

FY19

	CD	DVD/DVDR	AMP
Paid	42	2	
Waive	7		
Cancel	4		1
Outstanding	35		
Total	88	2	1

## FREQUENCY OF USING THE LOW COST REPLACEMENT CHARGE FOR AMP, VMP, TABLETS

An email was sent February 2018 to note the instructions for charging reduced prices for customer damaged Playaways as AMP \$20 (previous \$19.99), VMP \$40 (previous \$39.99), and Tablets \$60 (previous \$59.99). These prices do not apply to Lost Playaways.

FY16

Not applicable

FY17

Not applicable

FY18

	AMP Full	AMP Reduced	VMP Full	VMP Reduced	Tablet Full	Tablet Reduced
Paid						3
Waive						3
Cancel			1			1
Outstanding			2			4
Total			3			11

FY19

	AMP Full	AMP Reduced	VMP Full	VMP Reduced	Tablet Full	Tablet Reduced
Paid	5	2		1		2
Waive	1					
Cancel	1		1			2
Outstanding	11	1	1		3	3
Adjusted	3					
Total	21	3	2	1	3	7

## FREQUENCY OF WAIVING / CANCELLING MANUAL FINES FOR DAMAGED MATERIAL

We began the manual fine process for damaged materials on August 1, 2018. Previously, we put a note was placed on the account and titles were selected to "Go Lost".

Numbers in the charts below are from a pivot table of the payment code. There is a minimal marginal error where an item may have multiple payment code if items were paid separately. Therefore, the total may be larger if an item has multiple payment codes, example: paid and waived.

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**FY16**

Paid	42
Waive	9*
Cancel	12**
Outstanding	52
Total	63

\*Waives include staff, goodwill, adjustment didn't work.

\*\*Cancel include various reasons of copies, missing piece, test, and blanks.

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**FY17**

Paid	37
Waive	4*
Cancel	25**
Outstanding	63
Total	129

\*Waives include employee, goodwill, summer reading.

\*\*Cancel include various reasons blank, missing piece, adjustment, damaged

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**FY18**

Paid	130
Waive	40*
Cancel	20**
Outstanding	0
Total	515

\*Waives include staff errors, goodwill, claims returned, summer reading.

\*\*Cancel include various reasons of lost, damaged, missing piece, goodwill

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**FY19**

Paid	979
Waive	243*
Cancel	307**
Outstanding	2652
Total	4181

\*Waives include various reasons of accident, cancelled, summer reading, staff error, with an overwhelming number of goodwill.

\*\*Cancel include the standard damage reasons

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**RECOMMENDATION**

Due to the data in this report, we request to remove the option of reduced pricing for the \$7 disc replacement and reduced Playaways. The \$7 disc replacement is rarely used, and at times, used incorrectly. The reduced pricing of Playaways is overwhelmingly not applied and customers are charged the full amount of the item. Removing the reduced pricing options allows staff to feel more comfortable when they need to place a fine on the customer's account.