



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 11/13/2018

Agenda Placement: 6F

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Anthony Halstead for Danis Kreimeier - Director
Library

REPORT BY: Anthony Halstead, Assistant Director of Library Services & Community - 707-253-4061

SUBJECT: Write Off Outstanding Balances of Library Collection Accounts from 2014

RECOMMENDATION

Director of Library Services and Community Outreach requests waiver of outstanding balances on library collection accounts established prior to 2014.

EXECUTIVE SUMMARY

Currently, Napa County Central Collections has a list of Library accounts that were referred to them during the period of 2010 to 2013, prior to the Library contracting with Unique services to handle all collections on lost/overdue books. During the period of 2010 to 2013, Napa contracted with Solano County Library to use CARL, a library system. Unbeknownst to Napa County Library, Solano had a procedure that after three years of inactivity on a patrons account, regardless of pending actions, the account was deleted. As Napa Library staff can not ascertain why accounts were referred to collections, it is prudent to have Central Collections write-off these accounts.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	No
What is the revenue source?	Library Services, Fines/Fees.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	The outstanding balances are from collection accounts established during

2010 to 2013. These accounts no longer exist in the current Library system, Polaris, and all dues had been deleted by Solano County prior to Napa County transitioning collections from Treasury to a private collections firm in 2014.

Is the general fund affected? No

Future fiscal impact: None.

Consequences if not approved: Treasury will continue to carry these past due accounts with no hope of recovering the money owed by patrons.

Additional Information:

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

Prior to November of 2013, Napa County Library would refer patrons with overdue materials of 75 days or greater to Napa County Central Collections for further action (consisted of mailing letters requesting payment of fines and/or returning materials.) If Central Collections was unable to make contact with the patrons within five to six months, Central Collections staff would request approval from the Library to cancel the delinquent accounts.

With no mechanism to enforce collections (there is no way to place a lien on a book), the Library still had a large number of overdue accounts. During 2013, the Library decided to review the current procedure and determined the need to contract with a collections company. On November 12, 2013, the Board of Supervisors authorized an agreement between Napa County Library and Unique Management Services (UMS) for collecting past due Library fines/fees from patrons.

Currently, Napa County Central Collections has a list of accounts that were referred to them during the period of 2010 to 2013. Solano County Library, previous manager of the Library's System, deleted fines, fees and accounts after 3 years of inactivity, regardless of any pending actions to attempt recovery of items/funds. Additionally, the library migrated to a new Library System in 2016, further removing any information regarding patron, amount due or titles lost. As these items can not be ascertained, it is prudent to have Central Collections write-off these accounts. This will close the last of the accounts referred to Central Collections prior to when the Unique contract was signed.

The dollar amount Central Collections has documented is \$148,163.37. However, this does not represent the full amount of fines or fees being written off. Some would have transferred to UMS, some would have been paid directly by users and others would have been deleted by either Solano prior to our migration or after our system migrated in 2016. Because many of these accounts no longer exist, there is no way to ascertain the true figure. Additionally, this amount does not represent lost materials. It is a combination of overdue fines, lost items, collections referral fee (\$10.00) and processing charges (\$10.00), a fee we discontinued in the spring of 2018.

The Library's current practice is to pursue recovery of lost items and or replacement costs, regardless of when the losses occur, so long as more than \$50.00 is owed on a single patron's account. The Library also attempts to recover the Collections referral fee of \$10 per account.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Ben Guerrieri