



CITY OF CONCORD

REPORT TO THE MAYOR AND CITY COUNCIL

FROM: Todd Fabian, Director Concord Public Library

DATE: Aug 27, 2015

SUBJECT: Alter the fine/fee structure associated with Chromebook usage in the Library

Recommendation

Accept this report recommending that City Council conditionally accept the new fine/fee structure associated with Chromebook usage in the Concord Public Library.

Background

In 2014 the IT department purchased 20 Chromebooks for the Library to give patrons more flexible usage inside the Library. The Chromebooks were first accessed by signing a Chromebook agreement and leaving a valid ID card at the Information Desk during each session. The ID was returned upon the successful return of a Chromebook. Now we've simplified the process by allowing patrons who fill out the agreement and have a valid Library card to simply check out the Chromebook for in Library use like they would any other item in the collection. Staff still supervises the housing and exchange of the Chromebooks. The Library system tells us who has signed the Chromebook agreement already.

Discussion

Initially, and to this date, the fines/fees for Chromebooks are as follows;

1. Fine for late return of in-house use laptop is \$10.
2. Maximum fine for late return of in-house use laptop is \$100.00.
3. Replacement Fee for in-house use laptop is \$500.00.

With over a year of usage we now know that we always have Chromebooks in use but rarely approach the capacity usage at one time. The initial fine/fee structure was set aggressively to inhibit tardy returns and remind patrons of the cost of the new medium. We've discovered that we've only enforced the fine for a late return of \$10 on one occasion and that we have extended sessions patrons can utilize since capacity is rarely reached. The patrons that utilize these devices have asked staff why the fines are set so high and are concerned it may scare off more

usage from patrons who simply can't afford to pay such fees. The market price of a Chromebook has also dropped since the devices were purchased.

As a result of this updated information I'd like to recommend that we move the above pricing to;

1. Fine for late return of in-house use laptop is \$1.
2. Maximum fine for late return of in-house use laptop is \$10.
3. Replacement Fee for in-house use laptop is \$275.