

**FINE FREE**  
Public Libraries  
**AOTEAROA**

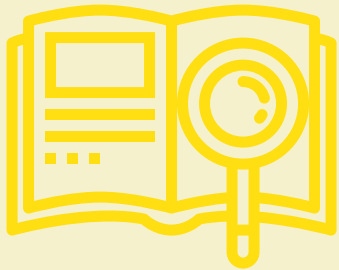


**STEP BY STEP TO REMOVING FINES**

# STEP BY STEP – REMOVING FINES



**RESEARCH**



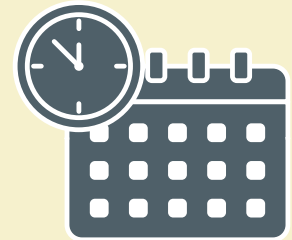
**PLAN**



**APPROVAL**



**IMPLEMENTATION**



# 1

## START WITH RESEARCH

### WHAT'S HAPPENING IN YOUR LOCAL AUTHORITY AREA?

What are your current fees and charges?



What have your customers told you about current charges and fees?

Who are most likely to be blocked? (ethnicity/age/neighbourhood)



How many inactive members do you have?

What is the level of potential revenue loss and how much debt are you currently carrying?



How much of your fees and charges are actually collected vs written off or waived?

What is the cost of collecting fines?



Changes you made during the pandemic? Such as extending loans, or waiving fines? What did you learn from that, and what feedback did you receive?

### HOW WILL YOU GO ABOUT IT?

What process does your Council use for deciding fees and charges? Does it need to go through the Annual Plan or the Long Term Plan process, or can it be done through a Council reporting process? – check with your manager. Would it need public consultation?



Identify your allies and detractors in your elected members and Council officers.

Who do you need to convince? What Information will they need to support removing fines?



How does removing fines align with/contribute to their goals, especially the wellbeing goals?

What data and what stories of impact will you need?



Cost/benefit – think of mitigations for revenue loss

How can this enhance the reputation of Council?



### WHAT IS HAPPENING ELSEWHERE?



Find examples that are relevant to your context – neighbouring Councils/similar size for example – Talk to them.

**FROM THE TOOLKIT** ✓ Use the Fine free Aotearoa tool-kit for examples and case studies

✓ Stakeholder template ✓ FAQ

# 2

## PREPARE YOUR PLAN

You may find it helpful setting up a Project team: library/Finance and Community impact /Comms staff



Work out timeline and key decision dates



Confirm what you need for your Council Business case? Memo? Presentation? workshops with Staff and or Councillors?

Establish base measures to compare before and after results such as number of issues, number of returns, number of new patrons that join each month, number of blocked patrons,



Decide what changes are recommended e.g. remove all fines/ remove all children's fines. Wipe old debt/keep lost book debt etc.



Prepare a draft implementation plan and include this as part of your case



Answer the issues your Council/Community will focus on

### FROM THE TOOLKIT

- ✓ Reference the Joint Position Statement of PLNZ/LIANZA
- ✓ Stakeholder assessment template
- ✓ Sample business cases
- ✓ FAQ

# 3

## GETTING APPROVAL

MAKE THIS CASE YOUR DECIDERS' SUCCESS

Communicate, communicate, communicate



Take every chance to tell people why fines are a barrier and why they don't result in more people bringing books back

Practice your elevator pitch



Be ready to back up your case with further examples

Celebrate your success and don't forget to tell PLNZ



OR



Have a plan B if not all fines, children's fines, or stop using debt agencies

AND THEN



FROM THE TOOLKIT



# 4

## IMPLEMENTATION

Apply the technical settings to make the change on your LMS and tills (are you in a consortium alert them ASAP)

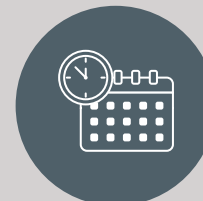


Plan a campaign to inform people and encourage them back



Update all your collateral print and on-line

Develop and deliver a comms and media plan



Review and update the wording of your notices



Measure and report back  
Your Council and media will want to know if the consequences you promised were delivered

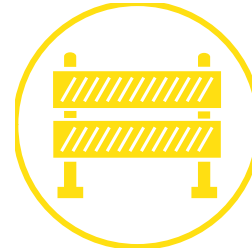


Set up the measures to monitor the impact

### FROM THE TOOLKIT

- ✓ Sample media release
- ✓ FAQ
- ✓ Other?

# WHERE TO FIND THE PLNZ TOOLKIT



## FIND IT ALL HERE

This guide and the rest of the Toolkit can be found here

[WWW.FINEFREEAOTEAROA.ORG.NZ](http://WWW.FINEFREEAOTEAROA.ORG.NZ)

## JOINT STATEMENT

The joint PLNZ/LIANZA Position Statement of Removing Fines can be [FOUND HERE](#), [HERE](#) and [HERE](#)

## ACKNOWLEDGEMENTS

Ngā mihi nui to the PLNZ Fines free Aotearoa Working Group and all the librarians who shared their experience and stories