



**DOWNTOWN LIBRARY**  
**610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.6139**

[RAPIDCITYLIBRARY.ORG](http://RAPIDCITYLIBRARY.ORG)



Date: June 14, 2021  
 To: RCPL Board of Trustees  
 From: Lisa DaSilva, Senior Librarian  
 Re: Fines and Collections Report

As of May 2021, 12,277 library users owed \$91,122 in unpaid overdue fees and \$545,002 in lost material charges. Over half of the lost material charges were accrued before 2016, the earliest date for which the library has detailed information on outstanding fines.

	<b>Overdue</b>	<b>Lost</b>	<b>Accounts</b>
<b>Before 2016</b>	\$ 1,836	\$ 296,112	3,809
<b>2016</b>	\$ 16,172	\$ 50,864	1,848
<b>2017</b>	\$ 17,096	\$ 41,349	1,878
<b>2018</b>	\$ 22,871	\$ 49,862	2,130
<b>2019</b>	\$ 17,316	\$ 51,460	1,927
<b>2020</b>	\$ 10,181	\$ 37,660	1,438
<b>2021</b>	\$ 5,648	\$ 17,696	945
	<b>\$ 91,120</b>	<b>\$ 545,003</b>	<b>12,277</b>

The library retains expired accounts when users have outstanding materials, so unresolvable accounts will remain on record.

### Collection Agency Impact

The library began submitting accounts with unreturned materials to Unique Management Services in November 2018. Cumulative results as of April 30 are:

Total accounts submitted	1,146	Dollars received	\$32,606
Accounts fully resolved	105		
Accounts in process	550	Value of materials returned	\$55
Dollars in process	\$100,650	Bad addresses, skip-tracing in process	595
		Dollars in skip-tracing	\$125,008
Accounts with partial payment or materials returned	296		
		Overall response rate	54%

The overall response rate compares very favorably with the previous process of having the City Attorney's office send letters regarding delinquent accounts; the response rate on that process was in the single digits.