

FINE FREE INITIATIVE IMPROVES ACCESS, REDUCES STRESS

In June 2020, Rochester Public Library Board of Trustees approved the elimination of overdue fines for cardholders. Six months later, RPL conducted a survey of library cardholders to evaluate outcomes.

FOR THOSE EXPERIENCING FINANCIAL STRESS

Overall, 17%* of respondents reported feeling financially stressed. Surveys show that these individuals and families benefited most from the Fine Free Initiative.

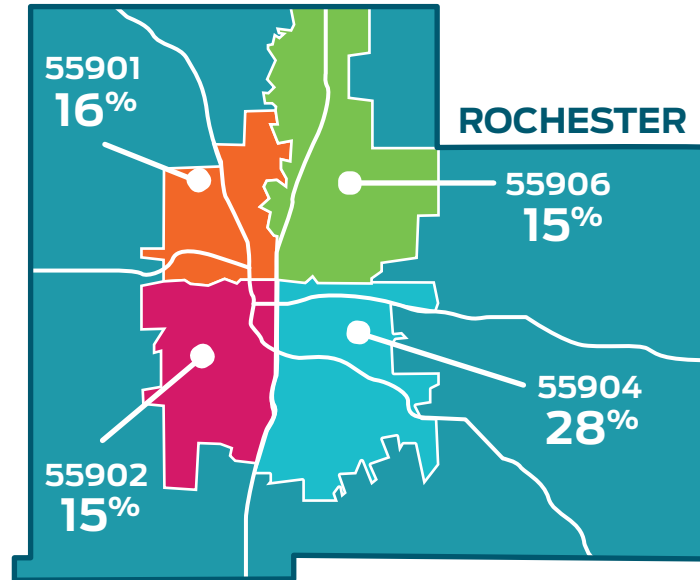
76% said going fine free reduced their financial stress.

72% said going fine free helped them or their families access the materials they needed during the pandemic.

63% said going fine free helped them and/or their families to use curbside services.

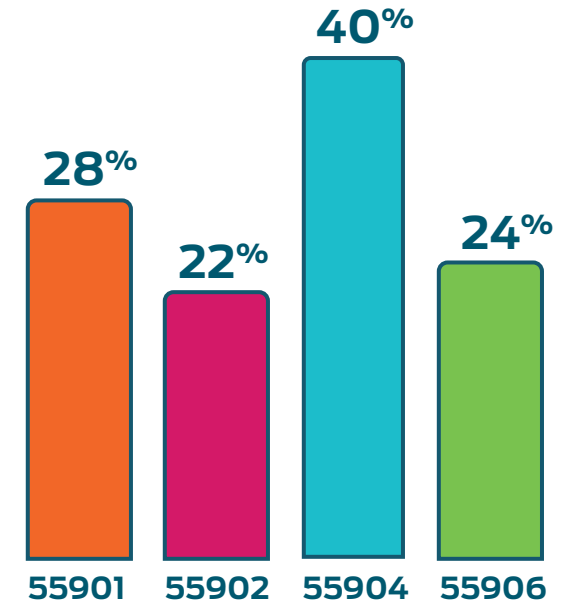
*912 people participated in the survey

ANALYSIS BY ZIP CODE: CARDHOLDERS EXPERIENCING FINANCIAL STRESS



On average, 17% of survey respondents said they felt financially stressed.

ANALYSIS BY ZIP CODE: REDUCTION OF FINANCIAL STRESS



On average, 28% survey respondents said going fine free reduced financial stress.

“ We incurred some significant overdue fees during the early phases of the pandemic that effectively locked my family and my 3 [year old] from library use. Eliminating overdue fees completely changed that. ”



ROCHESTER PUBLIC LIBRARY

COMMUNITY SUPPORTS FINE FREE

“ The elimination of fines has been helpful to our family during this odd time in history because we can check out materials and pick them up at our convenience without worrying about being fined if we miss the date by a day or two. Also the automatic renewal has been super helpful. Thank you Rochester Public Library! You have stepped up and met the needs of the public. ”

“ I am disabled. Sometimes the weather or my health made it difficult to return books on the exact day due. If there were fines, I probably wouldn't have used the library much. Knowing that I had a day of grace to return things in my safety was so much appreciated. ”

“ My son is an adult on the Autism spectrum and he loves to read but doesn't function well with deadlines so not having overdue fees has brought him back to the library! ”

FINE FREE INITIATIVE SUPPORT

The Fine Free program is yet another example of our Rochester Public Library listening to our community and responding with a much desired opportunity of equity especially in a pandemic era that hit many of our area families hard. This opportunity to address a piece of their financial stress and renew their ability to come back to RPL and use all that it has to offer in an especially trying time is EXACTLY why I love and will always support our library.

-Adam Dickinson, Foundation Board President

\$16,360

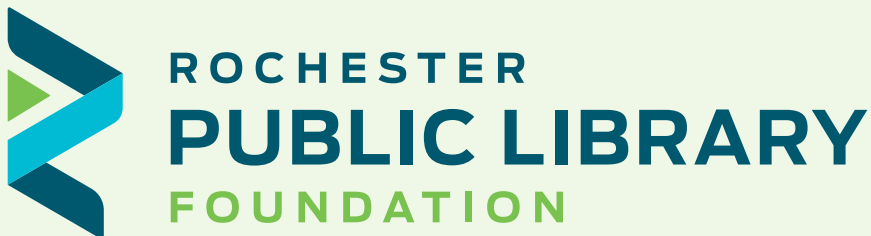
74 Individual Donations

\$7,000

Rochester Area Foundation

\$2,000

7 Local Small Businesses: Custom Communications, Inc., Sterling State Bank, Hiller Stores Inc., Lemke Pest Control, ServiceMaster of Rochester, Rory's Home Improvement, and Bowlocity



\$27,040
Anonymous Donor

\$52,400
TOTAL DONATIONS
SUPPORTING FINE FREE