



News Release

For immediate release

Sep 30, 2019

Contact: Nicole Hughes, Manager Integrated Marketing Communications
233-2768

Public Affairs Department

P.O. Box 1989

West Palm Beach, FL 33402-1989

(561) 355-2754

FAX: (561) 355-3819

www.pbcgov.com

Palm Beach County Library System Is Fine Free Beginning Oct 01, 2019

Beginning Oct 01, the Palm Beach County Library System will no longer charge late fines on materials that are overdue. Our mission is to provide open access to information and materials.

- Your checkout loan periods have not changed. Return items within seven days after the final due date to avoid replacement charges.
- You can check out a total of 50 items.
- You can now place holds on 50 items at a time.
- Any items that you have checked out will automatically renew up to three times if there are no holds.

**Palm Beach County
Board of County
Commissioners**

Mack Bernard, Mayor

Dave Kerner, Vice Mayor

Hal R. Valeche

Gregg K. Weiss

Robert S. Weinroth

Mary Lou Berger

Melissa McKinlay

Frequently Asked Questions

What happens if I don't return my books by the end of the grace period?

Your account will be charged the full replacement cost for the item. If the amount owed on your account is above \$24.99 your account will be blocked. If accrued fees exceed \$49.99 your account will be sent to a collection agency after 90 days.

What happens if I return the item after 7 days?

When the item is returned the charge is waived.

What does "account blocked" mean?

This means now you will not be able to borrow print or electronic materials or use online resources until your account balance is below \$25.

Can I still use my card if my account is blocked?

No. You can still use the Library computers, attend events and browse materials.

County Administrator

Verdenia C. Baker

"An Equal Opportunity
Affirmative Action Employer"

Electronic Press Release

Does this eliminate all fees?

No. You will still be charged for lost or damaged materials.

What happens to late fines that are already on my account?

Fines posted to your account prior to Oct 01, 2019 will remain. The fines are still owed but if they are less than \$25 your account will no longer be blocked.

What happens if my account has already been turned over to the collection agency?

If your account has been turned over to the collection agency, your card will still be blocked until the balance is \$0.

How can I access my account to see why I owe?

Select *My Account* from the top right corner of www.pbclibrary.org and sign in with your library card number and PIN. You can also access your account from the library's app which you can download for free.

How do I pay for what I owe?

You can pay online at www.pbclibrary.org with debit or credit card. You can also pay with cash or check at any member services desk.

What happens if I find a lost item that I already paid for?

Refunds will be issued for lost item payments made within 365 days.

###