



Re: Lost Fees

From Robert Mueller <rmueller@missoulapubliclibrary.org>

Date Tue 10/28/2025 2:54 PM

To Slaven Lee <slavenl@missoulapubliclibrary.org>

I have updated the paid lost fees below with the payments from PayPal. It actually was significant and raised the totals 15-20%

Robert Mueller

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From: Robert Mueller

Sent: Saturday, October 25, 2025 4:31 PM

To: Slaven Lee <slavenl@missoulapubliclibrary.org>

Subject: Lost Fees

This was a fun project. Thanks for asking me to look into it.

I learned we are pretty consistent with our stats year over year. We lose 40+ thousand dollars' worth of materials, and the public pays for about \$8,500 of that. The lost fee balances for permanent cards and temporary cards are roughly equivalent to the difference in cardholders.

I got comparable data for Billings, Bozeman, Helena, and Great Falls. Helena and Great Falls are not close enough to our stats in any way to make a meaningful comparison, but Billings and Bozeman are in surprising ways. Billings has 6,500 MORE cardholders than us but 15% fewer circs. They have more lost fees than us every year, but this is in line with their increased cardholders. Bozeman has 11K fewer cardholders than us but 10% more circs. They have less lost fees every year beyond the difference in our cardholders. Bozeman shared with me the amount paid for lost fees each year, and it is similar to what we get.

Here are the total outstanding lost and damaged bills created during each fiscal year. LOSTX are bills on items so late they got discarded. I got this info from the BCA report titled Bill Analysis, and it includes all our branches. ADU is permanent cards and TEMP is temp cards.

Missoula		Damage	Lost	LostX	Misc	Total	Percent of total
FY23	ADU	\$ 96.91	\$ 1,215.00	\$ 26,093.57	\$ 132.79	\$ 27,538.27	82%
	TEMP	\$ 12.95	\$ -	\$ 5,779.56	\$ 50.00	\$ 5,842.51	18%
	Total	\$ 109.86	\$ 1,215.00	\$ 31,873.13	\$ 182.79	\$ 33,380.78	
FY24	ADU	\$ 912.54	\$ -	\$ 24,557.14	\$ 20.00	\$ 25,489.68	81%
	TEMP	\$ 65.99	\$ -	\$ 5,844.54	\$ 71.00	\$ 5,981.53	19%
	Total	\$ 978.53	\$ -	\$ 30,401.68	\$ 91.00	\$ 31,471.21	
FY25	ADU	\$ 448.68	\$ 277.92	\$ 30,282.30	\$ 92.00	\$ 31,100.90	83%
	TEMP	\$ 73.98	\$ 17.95	\$ 6,250.05	\$ 30.50	\$ 6,372.48	17%
	Total	\$ 522.66	\$ 295.87	\$ 36,532.35	\$ 122.50	\$ 37,473.38	
FY26	ADU	\$ 538.68	\$ 11,422.96	\$ 18,292.50	\$ 17.50	\$ 30,271.64	87%
	TEMP	\$ 34.98	\$ 1,422.75	\$ 2,945.83	\$ 6.00	\$ 4,409.56	13%
	Total	\$ 573.66	\$ 12,845.71	\$ 21,238.33	\$ 23.50	\$ 34,681.20	
Total	ADU	\$ 1,996.81	\$ 12,915.88	\$ 99,225.51	\$ 262.29	\$ 114,400.49	84%
	TEMP	\$ 187.90	\$ 1,440.70	\$ 20,819.98	\$ 157.50	\$ 22,606.08	16%
	Total	\$ 2,184.71	\$ 14,356.58	\$ 120,045.49	\$ 419.79	\$ 137,006.57	

Here are the amounts of lost/damage fees paid to us and recorded via the Square. Lost and damage charges are the same button, and I am unable to split them out.

FY 23 = \$10,251.54

FY 24 = \$10,856.10

FY 25 = \$10,445.24

Here is the data for Billings and Bozeman. FY23 and FY24 stats are from the Public Library Survey. FY25 and current stats are from the BCA report circulation stats by date range. These do not factor in digital checkouts which is why they are so much lower. The Lost\$ data is rounded and from the BCA Bill analysis dossier ran 10/21/2025. I didn't have a way to get FY25 cardholders, but the current cardholders are from BCA report User Count by Attribute

	Cardholders	Circulation	Lost \$	Paid \$	Difference with Missoula		
	Cardholders	Circulation	Lost \$	Paid \$	Cardholders	Circulation	Lost \$
Billings							
FY23	58,000	680,000	\$34,500		-6000	-35000	1500
FY24	56,000	697,000	\$39,000		5000	-79000	7500
FY25		466,619	\$48,000		0	-92200	11000
Current	59,305	146,680	\$40,000		6469	-27437	5000
Bozeman							
FY23	40,000	671,000	\$15,000	\$7,651	-24,000	-44,000	-18,000
FY24	25,500	812,000	\$19,500	\$7,222	-25,500	36,000	-12,000
FY25		618,054	\$18,000	\$9,962	0	59,235	-19,000

Let me know if this is what you are looking for, or if you want something else.

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