

The nature of a public library is to borrow items and return them for other patrons to use. In some instances, this may not occur in a timely manner. In order to provide the best services to all the patrons of the Petoskey District Library, it is the policy of the library board of trustees to set a process for assisting in collecting overdue items.

Although three weeks is a standard check out for most items, some items in the library collection check out for a shorter period of time. It is up to the patron to know and understand when their items are due. Patrons with overdue items will be notified in the following manner:

1. At two weeks late, a system generated courtesy notice #1 will be emailed or text, to patrons who have provided an email address or text phone number.
2. At four weeks late, a system generated courtesy notice #2 will be emailed or text, to patrons who have provided an email address or text phone number.
3. The Library does not make phone call reminders or send courtesy notices by regular mail.
4. At eight weeks late, items are moved into an “assumed lost” status which charges the patron record the cost of the item and a \$5.00 processing fee. A system generated bill notice is then mailed to the patron. Return the items and all bills will be removed.
5. At approximately nine weeks overdue, patrons will receive a phone call from library staff, urging them to return the items or discuss a payment plan with staff.
6. At ten weeks overdue, if there is \$75 owed in assumed lost items, with at least one item overdue, patron will be sent to the library’s collection agency, Unique Management System. A \$13 referral fee will be added to the patron’s account at this time. If items are returned, all bills associated with that item except the \$13 referral fee, will be removed.