



## **Overdue Material Procedures**

***Last updated: October 25, 2018***

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 over-due 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 over-due items will be notified in the following manner:

1. At two weeks late, a system generated notice #1 will be mailed or emailed, depending on patron stated preference.
2. At four weeks late, a system generated notice #2 will be mailed or emailed, depending on patron stated preference. Borrowing privileges are suspended until patron returns or pays for the items.
3. At eight weeks late, items are moved into an “assumed lost” status which charges the patron record the cost of the item. A system generated bill notice is then mailed to the patron. Return the items and only the overdue fines will be owed. Maximum overdue fines are generally under \$5.00 per item.
4. 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.
5. At 70 days overdue, if there is \$75 owed, with at least one item overdue, patron will be sent to the library’s collection agency, Unique. A \$10 service fee will be added to the patron’s account at this time.