

FEE COLLECTION

Overdue Notices

The library mails overdue notices to customers as a courtesy to remind them of material kept past the due date. Failure to receive a notice will not be considered grounds for waiving a fine, as library users are responsible for keeping track of the due date of their library material.

Billing Statement

The library mails a billing statement to customers who owe \$5.00 or more.

The library mails a billing statement to customers for the replacement cost and accrued fines when material becomes 40 days overdue.

Billing statements include a message indicating that outstanding accounts may be sent to a collection agency.

Failure to receive a notice will not be considered grounds for waiving a fine, as library users are responsible for keeping track of the due date of their library material.

Library customers who have an account balance of \$10.00 or more are not allowed to borrow additional items. A customer in good standing is defined as an individual whose record shows no overdue or lost materials or fines in excess of \$10.00.

Collection Agency

The library utilizes the services of a collection agency in recovering long overdue accounts.

Once an account has been referred to the collection agency, all fines and fees must be paid in full before borrowing privileges can be restored. Patron accounts will remain blocked until all money owed has been paid.

When a customer's account is submitted to the collection agency, a \$10.00 non-refundable collection agency fee will be added to the account balance.

All fine and fee information is retained in the customer record.

Fine and Fee Waivers

If a charge results from an error on the part of the library, and for that reason only, the location's supervisor or most senior person will waive it. All waivers are documented and reported to the library's accountant.