

REVISED DATE: September 17, 2019

SUBJECT: POLICY ON UNCOLLECTIBLE CUSTOMER ACCOUNTS (Revised)

1. GENERAL

1.1 The Executive Director is responsible for establishing procedures to ensure the return of library materials loaned to customers. In some cases, it is necessary to use the services of a collection agency to ensure the return of materials, payment for lost or damaged materials and late fees.

1.2 This policy is divided into the following sections:

SECTION 1 – GENERAL

SECTION 2 – STATEMENT OF POLICY

2. POLICY

2.1 In order to ensure the return of library materials loaned to library customers, the Library sends overdue notices after a specific time period. These notices serve to inform the customer that specific materials need to be returned and that a fine will be charged upon return.

2.2 When the fines and fees attached to a customer account reach a certain threshold, the account will be forwarded to the collection agency under contract with the Library.

2.3 The collection agency will make every reasonable effort to retrieve library materials or payment for library materials and any associated fees.

2.4 The Library Board of Trustees will establish the threshold levels and, on recommendation of the Executive Director, review the level periodically.

2.5 Customer accounts under the established threshold and not in debt collection will be purged after three years of inactivity and the library account deactivated. Customer accounts in debt collection and under \$1,000.00 are purged after seven years of inactivity and the library card account is deactivated. Purges occur at year end.