

Henderson County Public Library

Overdue Material and Fines

January 5, 1998
(updated March 1, 2012)
(revised August 14, 2013)

The Henderson County Public Library employs Unique Management Services for the purpose of collecting overdue materials and fines for the library. The Library may submit to Unique Collection Management for collection any patron who owes the Library \$40 or more. All patrons who are submitted to Unique Management Services for collection will be charged a \$10 collection fee to cover Library expenses.

Collection Procedure

1. The Library will send an overdue notice to all patrons who have materials that are overdue three (3) days.
2. The Library will send a second overdue notice ten (10) days after the first notice if the materials have not been returned.
3. The Library will send a third overdue notice eight (8) days after the second notice if the materials have not been returned.
4. A Billing Notice will be sent to the patron after materials have been overdue a total of thirty (30) days or any time a patron's fines or fees exceed \$20.
5. The Library will send a Notice of Unresolved Charges seven (7) days after the Billing Notice if the materials are not returned and/or fines and fees are not paid. This notice states that the Library may turn the matter over to Unique Management Services if the patron does not return the overdue items and/or pay his or her fines and fees within ten (10) days.
6. The Library may submit the patron's account to Unique Management Services for collection if the matter is not resolved after twenty-three (23) days. The Library considers the matter resolved when the patron returns the materials and/or pays the fines and fees. Patrons may make partial payments on their account. However, if more than thirty (30) days pass between payments, the Library will resume collection procedures.
7. If submitted, Unique Management Services will contact the patron requesting past due materials be returned to the library and/or fines and collection fees be paid.

8. If the patron still does not return the overdue materials, pay his or her fines and fees, and/or make an acceptable installment payment agreement with the Library, the Library will evaluate the case and may ask Unique Management Services to report the patron to a national credit reporting service as an unpaid account.