

Policy No. 213

RECOVERY OF OVERDUE MATERIALS & OUTSTANDING FEES

I. PURPOSE

The Warrenville Public Library District's collection of materials is intended for the shared use of the community. To ensure that cardholders have the opportunity to access these resources, the Library will follow this policy in its attempt to retrieve overdue materials and outstanding fees.

II. LONG OVERDUE MATERIALS

- A. If an item is not returned within 42 days of the due date a charge for the cost of the item listed in the Library catalog will be added to the borrower's account.
- B. For overdue materials returned after a bill is issued, but within 1 year of the due date, the billed cost will be removed from the member's account and no extended use fees will be charged.
- C. After 1 year, the cost of the item will be due and the item will not be accepted back into the collection.

III. NOTICES

- A. Pre-overdue and overdue notices are sent as a courtesy. Borrowers have the option to receive overdue notices via eMail or U. S. Mail. Pre-overdue notices are sent only to those who opt into eMail notifications. Notifications may be delayed when the Library is closed.
- B. Borrowers are responsible for returning or renewing materials on time whether or not a notice has been received.
- C. Notice & Block Schedule
 - 2 days before due datePre-overdue notice (eMail only)
 - 7 days after due dateFirst overdue notice
 - 14 days after due dateAccount blocked, privileges suspended
 - 21 days after due dateSecond overdue notice
 - 42 days after due dateBill

IV. COLLECTION AGENCY

Accounts with balances of \$50 or more are referred to a collection agency no sooner than 90 days after a bill is issued. A non-refundable \$10 collection fee is added to all accounts that are submitted for collection. Accounts referred to a collection agency must be paid in full before Library privileges are reinstated.

Policy Revision Log

Approved June 20, 2020, Effective July 1, 2020

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