NOTIFICATION TO PATRONS OF LATE MATERIALS/SUSPENSION OF LIBRARY PRIVILEGES

Patrons are notified by e-mail one day prior to the due date. If no e-mail address is available, notification will be by mail when materials are three days late. If items are not returned, a second e-mail notification is sent five days after the materials are due. A mailed notice is sent when materials are 14 days past due. A final notice is generated when library materials are four weeks late. At this time materials are assumed lost, and the patron is billed for the materials. After this notice patrons will be notified by phone and given seven days to return the item. Items not returned within 45 days of overdue dates will automatically be referred to Unique Management Collection Agency under the following conditions: Patrons with one lost item with a replacement value of $20.00 (includes $5.00 processing fee) or more will be contacted by Unique Management. A $10.00 referral fee from Unique will be attached to the patron record along with the replacement fee and the $5.00 processing fee per item. Patrons with fines or replacement charges over $10.00 will have privileges suspended until the fees are under $10.00.