



SPOKANE PUBLIC LIBRARIES

DOCUMENT #50.3

EFFECTIVE DATE: SEPTEMBER 15, 1999

SUBJECT: POLICY ON UNCOLLECTABLE PATRON ACCOUNTS (Revised)

1. GENERAL

1.1 The Library Director is responsible for establishing procedures to ensure the return of library materials loaned to patrons. 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 patrons, the Library sends overdue notices after a specific time period. These notices serve to inform the patron 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 patron 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 Library Director, review the level periodically.