RECOVERY OF OVERDUE MATERIALS & OUTSTANDING FEES

Policy No. 213

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 21 days of the due date a charge for the cost of the item listed in the Library catalog will be added to the patron's account.

B. For overdue materials returned after a bill is issued, but within 90 days of the due date, the billed cost will be credited to the patron's account and extended use fees will be charged.

C. After 90 days, 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. Patrons 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 and paying all fines whether or not a notice has been received.

C. Notice Schedule

2 days before due date .....Pre-overdue notice (eMail only)
7 days after due date.....First overdue notice
14 days after due date.....Final overdue notice
21 days after due date.....Bill

IV. COLLECTION AGENCY

The Library uses a collection agency to collect accounts with balances of $50 or more. Accounts are referred to collection no sooner than 42 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.