

OTTUMWA PUBLIC LIBRARY
POLICY AND PROCEDURE

Name of Policy: **COLLECTION AGENCY POLICY**

Purpose: To set a standard process for submitting an account to the partnering collection agency.

1. Accounts turned over to a collection agency will have a minimum of \$100 in overdue materials, will have been a minimum of 18 years old when items were checked out, and the missing items will be 180 days past due. Patrons will have received 2 text reminders around the due date and a mailed letter at 2 months overdue before the item goes on to be defined in the system as lost.
2. It is the patron's responsibility to keep their account's contact information up to date with both phone and mailing address.
3. Once an account is turned over to the collection agency the patron must pay them. The library cannot accept payment any longer. The collection agency should have the name of the materials, but the library can attempt to look that up for the patron. An additional \$20 fee will be placed on the patron's account at the library to cover the processing costs of the collection agency. That \$20 fee is paid to the library. Both the collection agency fee and the library fee must be paid before lending privileges will be restored.
4. Materials borrowed from other libraries for Ottumwa Public Library patrons are subject to the rules and regulations of the loaning libraries and any charge accrued from overdue or damaged/lost material will be charged to the patron.
5. Charges may be appealed to the Library Director and the Library Board of Trustees.

Date Created: 09 September 2024

By: Ottumwa Public Library Board of Trustees