

Policy No. 213
NOTICES & RECOVERY OF OVERDUE MATERIALS

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. NOTICES

- A. Notices are sent as a courtesy.
- B. Borrowers are responsible for returning or renewing materials on time whether or not a notice has been received.
- C. Notice & Block Schedule

Borrowers can select one notice receipt method for each notice type. Notices will not be sent via multiple notification methods.

2 days before due date.....Auto-Renewal notice
(Email only)

2 days before due dateCourtesy notice
(Text or email)

7 days after due dateFirst overdue notice
(Text, SVA phone, email or postal mail)

21 days after due dateSecond overdue notice
(Text, SVA phone, email or postal mail)

21 days after due dateAccount blocked, privileges suspended

42 days after due dateBill
(Email or postal mail)

III. 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 item record 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.
- C. After 1 year, the cost of the item will be due and the item will not be accepted back into the collection. Replacement copies are not accepted.

IV. COLLECTION AGENCY

Accounts with balances of \$50 or more are referred to a collection agency approximately 60 days after a billing notice is sent by the library. 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

Revised May 19, 2021

Approved June 20, 2020, Effective July 1, 2020

Approved June 18, 2014, Effective September 8, 2014