



Unique Management Services (UMS), a specialized collection agency for libraries, will be providing the Whitby Public Library with help in recovering long-overdue items and fines.

Accounts with materials overdue by 60 days or more and carrying fines of \$35 or more will be referred to Unique Management. A \$15 non-refundable administration fee will be added to those accounts.

This new procedure, effective May 1, 2008, was approved with fairness to all library patrons in mind. Non-returned items are not available for other patrons to use or borrow. Replacing these items can be costly, using library funds which would be better spent purchasing new materials.

We will continue to let patrons know when materials are overdue, allowing ample time for a patron to respond before the account is turned over for collection. This new policy will not affect the vast majority of Whitby Library patrons, who return their materials on time.

The Whitby Public Library strives to provide excellent service and materials that users desire. For convenience, most library items can be renewed online, in person or by phone. Outside book drops are also located at all 3 branches for materials returned after hours.



Renewals

Most library items can be renewed:

- in person
- by phone (905) 430-7913; or
- on-line

After-hours book drops are available at all 3 branches

www.whitbylibrary.on.ca

If you have any questions about your account, please contact your local branch.

Central Library

405 Dundas Street West
Whitby, ON, L1N 6A1
(905) 668-6531

Brooklin Branch

8 Vipond Road
Brooklin, ON, L1M 1B3
(905) 655-3191

Rossland Branch

701 Rossland Road East
Whitby, ON, L1N 8Y9
(905) 668-1886



WHITBY PUBLIC LIBRARY
doorway to discovery

Spring Cleaning?
Are those overdue library materials still in the car or under the bed?



Starting May 1, 2008
Unique Management Services

A COLLECTION AGENCY
will begin to collect
items overdue
by 60 days or more
AND
fines of \$35 or more.

This is intended to bring long-overdue items back to the library for others to use!



Frequently Asked Questions

What is Materials Recovery?

Materials Recovery is the process of retrieving overdue Library materials and collecting fines. Beginning May 1, 2008, the Library will use Unique Management Services to handle accounts with overdue or fines of \$35 or more.

Who is Unique Management Services?

Unique Management Services partners with over 650 libraries across Canada and the United States to recover overdue materials and monies. Unique works exclusively with libraries and understands their special needs.

What happens if I have an overdue item?

- When an item is overdue 20 days, the patron is notified by the Library either through telephone or e-mail, whichever the patron has chosen. A second notice is sent on day 30, and a final notice on day 40.
- AV Materials (DVDs, CDs, etc) have a slightly different timeline because of their shorter loan period. A first notice is sent out when the item is overdue 10 days, a second notice on day 20, and a final notice on day 30.
- When items are not returned within 60 days after the original due date, the account is turned over to Unique Management if the fines or value of the items unreturned is \$35 or more. At that point, a \$15 non-refundable administration fee is added to the borrower's account.

Am I allowed to borrow items if I have overdue or fines on my card?

It depends on the amount of fines. Generally, anyone who has fines of \$9.99 or less can continue to use his or her card.

When will my account be turned over to Unique Management?

If you have fines or items totalling \$35 or more and have not paid or returned your items by day 60, then your account will be turned over to Unique.

What is Unique's process for handling my account?

- Day 60 (day of submission): 1st letter
- Day 81: 2nd letter
- Day 95-108: Initial phone calls
- Day 125: 3rd letter
- Day 139-151: Secondary phone calls
- Day 180-211: Report to credit agency

What if I can't pay all my overdue at once?

Contact the library at 905 668-6531, ext. 1600, to discuss a payment plan. Please note that your library privileges will remain suspended until the account is paid in full.

Doesn't it cost the Library a lot more money to use a collection agency than to pursue overdue itself?

No. The \$15 administration fee charged to accounts turned over to Unique defrays the costs of the service. No further expenditure is required by the Library to use the materials recovery service. Unique Management does not charge in advance. Companies such as Unique are experts in recovery and have more resources at their disposal to effectively locate people and recover materials and monies owed.

Why is the Library so concerned with overdue items?

As a good steward of public funds, the Library has a responsibility to protect its collection. Based on the items that Unique recovers for most libraries, long-overdue items tend to be newer, more popular items. Returning them to the shelves better meets the needs of the community, while at the same time helping the Library reduce its expense for collection replacement.

What steps can I take to avoid overdue fines?

- Bring your materials back on time.
- Make sure to put your receipt in a prominent place at home after you check out items, and mark the date in your planner or calendar. All items are due by closing time on the date due.
- Sign up for e-mail notification. That way, you will receive a courtesy notice e-mailed to you 3 days before materials are due. You can sign up for this by visiting www.whitbylibrary.on.ca, visiting your local branch, or calling the Library directly and asking a staff member to make the necessary changes to your account.
- Take advantage of renewals. Most items can be renewed twice, as long as there are no holds on them and your account is in good standing. Rapid Reads, Rapid Views, and seasonal music and videos cannot be renewed. Items may be renewed online at www.whitbylibrary.on.ca, through our automated phone system at 905-430-7913, or at the library catalogue terminals at any branch.