Durham Public Library
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Fee Collection Procedure

1.0 Introduction

As outlined in the Durham Public Library's Fee Collection Policy, the Durham Public Library is obligated to collect library fee debts following a collection procedure up to and including employing a debt collection agency *if necessary*. This document describes the procedure.

2.0 Procedure

After an item is marked by the circulation system to be damaged, lost or not returned, the Durham Public Library will:

2.1 Conduct a thorough search of the library premises to determine if the items(s) was/were returned but not correctly checked-in. If located, materials will be checked-in correctly and cleared from the patron record.

2.2 On the 43rd day following the due date, the first of three automated notices will be sent to the patron identifying item(s) marked as "Lost/Damaged" and the associated replacement cost. Instructions for submitting payment to the Library will be included. Patrons are encouraged to discuss options with the Library Director.

2.3 On the 64th day following the due date, a Durham Public Library staff member will call the patron to request that the item(s) be returned to the Library. Unless prior arrangements have been made with the Library Director, the Library will attempt one weekly call for a period of two weeks. Information about book titles and amounts owed will only be given to the borrower.

2.4 On the 78th day following the due date, if library materials have not been returned, and prior arrangements have not been made, the Library Director will send a collection notice by regular mail informing the patron that the account remains overdue and that the patron will soon be blocked from borrowing physical materials and accessing digital services. Collection notices for balances over $100.00 will be sent by certified mail.

2.5 On the 92nd day following the due date, if prior arrangements have not been made with the Library Director, any patron with an outstanding balance will be blocked from borrowing physical materials and accessing digital services until the account is restored to good standing. At that time, the unpaid balance may be referred to a collection agency.