

## **MATERIALS RECOVERY PROGRAM**

The Pauline Haass Public Library has established a materials recovery program to encourage library patrons to return books and other materials on time.

### **What happens when items are overdue:**

**7 DAYS PAST DUE** The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices.*

*No printed overdue notices are sent via US Mail.*

**14 DAYS PAST DUE** The library sends you an email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices.*

*No printed overdue notices are sent via US Mail.*

**21 DAYS PAST DUE** The library sends you a final email, text or automated phone overdue notice. *Customers are responsible for providing a current email address or phone number to receive such notices.*

*No printed overdue notices are sent via US Mail.*

**Overdue notices and due date reminders are sent as a courtesy. Failure to receive an email notice, text or automated phone message does not remove your responsibility to return items promptly and pay fines.**

### **42 DAYS PAST DUE**

Items are sent to the lost status and the patron's account is billed with the replacement cost\* of the items. A bill is sent to you via US Mail, notifying you of the suspension of your borrowing privileges. *Customers are responsible for providing a current mailing address to receive such notices.*

### **52 DAYS PAST DUE**

Accounts will be sent to Unique Management Services, a collection agency specializing in library accounts. A service charge of \$20.00 will be added to your account. Unique Management Services will contact you to request the return of the overdue materials and payment of all outstanding charges.

For more information on the Materials Recovery Program, contact the library at 262-246-5180.

\*replacement costs are outlined in Appendix C of the library's Circulation Policy, available online at [phplonline.org/library-policies/](http://phplonline.org/library-policies/)

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