


The Town of Pelham Public Library has contracted with a collection agency to assist in recovering non-returned library materials and unpaid fines.

- The Library is committed to providing materials that meet patrons' needs.
- Non-returned books, videos, DVDs, CDs and other materials are not available for other patrons to use or check out and replacing lost materials is costly.
- To protect taxpayer dollars, the library must make every effort to recover lost materials.

All unresolved accounts over \$30 will be turned over to Unique Management Services, Inc. beginning January 1, 2006.

In addition, a service charge of \$10 will be added to your balance.

Please help us to serve all library patrons by returning overdue materials today.

 **The Town of Pelham Public Library**
530 Colonial Avenue
Pelham, NY 10803
914.738-1234
www.pelhamlibrary.org
contactus@pelhamlibrary.org

Unique Management Services **Collection Agency to Provide Overdue and Lost Materials Recovery Assistance**

Please Note: Unique Management Services (UMS), a specialized collection agency for libraries across the country, will be providing the Town of Pelham Public Library with help in recovering long overdue items and fines. Patrons with fines over \$30 or materials overdue by 70 days will be referred to UMS and charged a \$10 service fee.

This procedure, effective Jan. 1, 2006, was approved with fairness to all library patrons in mind: non-returned materials are not available for patrons to use or borrow. In addition, money taken from the library's limited budget is better spent purchasing new materials.

Collection agencies effectively encourage all library borrowers to return items by the due date. 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 Pelham Library's patrons who return their materials on time.

The Town of Pelham Public Library's mission is to provide excellent service and materials that users desire. For convenience, most library items can be renewed in person, by phone or by computer. We also have a book drop for returning materials after hours.

If you have any questions about your account, please contact the Town of Pelham Public Library @ 738-1234.

MATERIALS RECOVERY PROGRAM

The Town of Pelham 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:

14 DAYS PAST DUE

- The library sends an overdue notice by email, telephone or text as per the account profile.

28 DAYS PAST DUE

- The library sends a second overdue notice by phone or text only, if this is the method of notification on the account.

60 DAYS PAST DUE

- The library considers the materials lost and sends a bill for replacement charges.

70 DAYS PAST DUE

- If your account balance equals \$30 or more, the library forwards your account to UMS, a library materials recovery agency.
- A service charge of \$10 is added to your account.
- UMS will contact you with a series of notices and phone calls to request the return of the overdue materials or the payment of all outstanding charges.
- Over the next 181 days the collection agency will make several attempts to contact you. If you do not return the overdue materials and complete or establish a payment plan, your account will remain delinquent until resolved to the satisfaction of the library.

For more information on the Materials Recovery Program, please call 914.738.1234 or visit us.

Thank you for helping us ensure that everyone has access to materials in the Town of Pelham Public Library.