120 Circulation and Patron Accounts

26. The Library sends written notices to a patron as described below.

    a. Notification letters are sent when all charges for unreturned materials on a patron's account is over $100.00~~50.00~~. After a reasonable length of time, accounts over $100.00~~50.00~~ are picked up by the Library's commercial collection service as described below.

    b. Additional notification letters are sent quarterly to patrons who have returned some, but not all of the materials listed in previous letters.

    c. No notification letters are sent if

        i. the account is cleared in full; or

        ii. only fees remain on the account; or

        iii. the account has been picked up by the Library's commercial collection service.

28. In order to recover amounts assessed for unreturned materials and fees, the Library may refer any accounts to a commercial collection agency using the following process.

    a. Overdue notices are sent to the email address(s) provided by patrons in accordance with the Library's established electronic notice schedule.

    b. As described above, before referring an account to collections, the Library mails one letter to the address provided by the patron. This letter

        i. is signed by the Library Director or designated library administrator,

        ii. specifically indicates the remedy that will be pursued if materials are not returned or the account resolved,

        iii. will, in the case of a minor, be mailed in the name of the adult responsible for the account.

    c. Accounts are referred to the collection agency when materials are 60 days past due and the amount owing equals or exceeds $100.00~~50.00~~.

    d. As indicated above, if the account is referred to the collection agency, a $10.00 non-refundable referral fee will be added to the account.

    e. Once an account has been referred to the collection agency, account balances must be resolved to a zero balance before the account can be returned to regular use.

Policy #120: Approved by Davis County Library Board March 31, 1992; revised April 28, 1999; revised August 28, 2001; revised April 9, 2002; revised July 16, 2002; revised October 25, 2005; revised November 21, 2006; revised February 19, 2008; March 17, 2009; April 28, 2009; revised April 15, 2014; revised May 20, 2014; revised January 19, 2016; revised December 5, 2017; Policy #121: Revised January 11, 2002; revised July 19, 2002; revised May 6, 2003; revised July 20, 2006; revised August 16, 2011; revised December 5, 2017; Policy #120 & Policy #121 merged and revised June 18, 2019.

122 Schedule of Charges for Damage

This is a table explaining how damages are assessed for items damaged by library patrons.

Category & Criteria	**Minor Damage:** Limited or no repairs required; usability is unaffected.	**Moderate Damage:** Detailed staff work required to repair item; long-term usability and/or attractiveness of item is reduced	**Serious Damage:** Damage will require significant staff time and materials to repair or will need to rebound in order to be returned to usability.	**Unsalvageable:** Damage cannot be repaired with reasonable cost, if at all.
Examples	Pen, pencil, crayon, etc. that does not impede use of text; light scratching on a camera case, plastic cover needs replacing.	Pencil marks on a screen, significant damage to several pages of a book, e.g., parts of pages torn off, limited water damage, etc.	Extensive water damage to major portion of book; cover has been damaged to the point of needing replacing, e.g. from chewing, being left on a burner, warped or mildewed from being left in a damp area, etc.	Cover and pages are badly warped; pages have been shredded; video disc broken and irreparable, screen cracked and unusable.
Range of Charges	$.25 for a small number of markings~~barcode, pocket~~ or similar minor damage to $1.00 for replacing plastic cover; ~~. $2.00 for removing small items shoved into USB port.~~	Up ~~$1.00 for single splice~~ to $3.00 for significant damage to several pages, ~~$10.00 for permanent markings on computer screen.~~ $2.00 for removing small items shoved into USB port.	$3.00 to ½ the price of the item; $10.00 for permanent markings on computer screen.	½ the price of the item to full cost.

Incline toward lower charges ←------- **BACKGROUND CRITERIA** -------→ **Incline toward high charges**

Older ←---------- Age of Item ----------→ Newer

Significant ←---------- Pre-Existing Condition ----------→ Minimal

Minimal ←---------- Resources to Repair ----------→ Significant

Significant ←---------- Future Usability ----------→ Minimal

Approved by Davis County Library Board March 31, 1992; revised 8/25/2021.