



OTSEGO DISTRICT PUBLIC LIBRARY

401 Dix Street • Otsego, MI 49078 • (269)694-9690 • www.otsego.library.org

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Materials Recovery Policy

Adopted 6/17/2013

Updated 8/17/2022

Patrons will be contacted by the library at the email addresses and home addresses listed on their library card. It is the patron's responsibility to update this information as needed. If a patron does not submit an email address when they sign up for their library card, they will not receive the 14 days overdue notice and will only receive the two written notices in the mail. The process for collecting overdue, lost, and or damaged materials is as follows:

- 14 days overdue – Patrons will receive an email from library staff.
- 30 days overdue – Patrons will receive a first notice in the mail from the library requesting materials to be renewed or returned ASAP.
- 60 days overdue – Patrons will receive a second notice in the mail from the library warning them at 75 days overdue they will be referred to a materials recovery service.
- 75 days overdue – Patrons with a total of \$50 in unreturned materials will be referred to a materials recovery service. Patrons will be assessed a recovery fee of \$10 upon referral to a materials recovery service.

Payment Plan

Patrons may set up a payment plan with the library to avoid having their account sent to the materials recovery service. 10% of the beginning balance of the patrons' bills must be paid each month. Patrons interested in a payment plan should contact the library for a Payment Plan Form.