



## STANDARD OPERATING PROCEDURES

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LEAD DEPARTMENT: Library  
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### Notices

#### PURPOSE

The Library needs to notify its customers, on a predetermined schedule, when items are overdue, set to lost, or turned over to collections.

#### SCOPE

This policy applies to all library patrons and all library materials.

#### POLICY

The Library will send notices of overdue items to patrons by email and/or mail.

#### PROCEDURES

1. The first notice of overdue items is sent 1 week after the due date.
2. The second notice is sent 2 weeks after the due date.
3. A billing notice will be sent 6 weeks after the due date.
4. Overdue accounts will be sent to a collection agency after 6 weeks overdue. Patrons with fines and fees totaling \$50.00 or less will not be sent to collections.
5. The Integrated Library System (ILS) prepares notices automatically when items are overdue. The Library has set parameters which determine the time frame for generating notices and the amount owed by a patron for billing notices.