

Rochester Public Library Debt Collection Policy

The Rochester Public Library works with a collection agency to help ensure the return of overdue library items. The majority of our patrons return items on time and in good condition. However, there are a few who have not responded to overdue notices. The collection agency's services will be used to reclaim materials from those patrons.

- Accounts owing \$75 or more may be subject to referral to the collection agency.
- An additional, non-negotiable \$10 charge will be added to any account which is referred to the collection agency.
- When an account is referred to collections, the account holder or the adult who has signed for the account on behalf of another person or organization will be contacted by the collection agency and will be held responsible for fines and fees.
- No details such as title, author, or type of item checked out will be shared.

Adopted by the Library Board of Trustees 03/20/2018.