

WAUKESHA PUBLIC LIBRARY

POLICY: **UNRETURNED LIBRARY MATERIALS**

Approved by Library Board: 9/13/18

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All library customers should benefit from the materials in the library's collection. Accordingly, the library will follow timely and regular procedures to recover as many unreturned materials as possible. These procedures will help mitigate the financial impact of long overdue and never returned materials.

Customers retaining overdue library materials will be sent one reminder overdue notice 14 days after the items are due. At 30 days, a bill and potential referral for collection will be mailed to the customer. At 60 days, customer accounts with unreturned material valued at \$25 or more will be referred to a collection service for further action and the customer's card will be blocked.

The collection service will generate a contact letter with replacement costs for the unreturned materials. In the event that the account remains unresolved 90 days after referral and follow up letters from the collection service are unsuccessful in settling the account, the account may be reported by the collection service to credit monitoring agencies. In appropriate circumstances, unlawfully retaining library materials may be referred for criminal prosecution under Section 943.61 of the Wisconsin State Statutes.

Items checked out on an Outreach card, a card issued to homebound individuals as defined in Library Policy B-1 Outreach Services, are not assessed overdue fines. If material checked out on an Outreach card is lost or damaged, the customer will be billed for the replacement charges.

Inactive customer accounts that have not been referred to the collection agency, including those with fines, replacement or damage charges, will be deleted from the database three years after card expiration. Inactive customer accounts that have been referred to the collection agency will be deleted from the database seven years from the date of referral.

Library customers who have been referred to the collection agency due to unreturned materials, fines, replacement charges, or damage charges will lose public access computer privileges until unreturned materials are returned and all fines and charges on the account are paid in full.

A laptop that is not returned to the special services desk ½ hour before the library is closed is considered stolen. Removal of a laptop from the library is considered theft. In either case, the customer may be charged the cost to replace the laptop as well as potentially face additional criminal charges.

WiFi service to a Hotspot will be disabled the first day the item is overdue.

Zoo Passes not returned within seven days will be considered lost or stolen and will be deactivated four days after they are due.