

WAUKESHA PUBLIC LIBRARY

POLICY: UNRETURNED LIBRARY MATERIALS

Approved by Library Board: 3/13/2025

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Page: 1 of 1

All library patrons 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.

Patrons retaining overdue library materials will be sent two reminder overdue notices (based on the patron's notification settings) 3 days and 14 days after the items are due. At 30 days, a bill and potential referral for collection will be mailed to the patron. At 60 days, patron accounts with unreturned material valued at \$25 or more will be referred to a collection service for further action and the patron's card will be blocked. A \$20 collections fee will be added to the patron's account.

The collection service will generate a contact letter with replacement costs for the unreturned materials. 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 are not assessed overdue fines. If material checked out on an Outreach card is lost or damaged, the patron will be billed for the replacement charges. (See Library Policy B-1A)

Inactive patron accounts that have not been referred to the collection agency, including those with account charges, will be deleted from the database three years after card expiration. Inactive patron accounts that have been referred to the collection agency will be deleted from the database seven years after card expiration.

A laptop not returned to the Information Desk prior to closing is considered stolen. Removal of a laptop from the library is considered theft. In either case, the patron 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.

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