

Materials Recovery Program

Patrons are contacted by APL about their overdue items:

- 3 days before item is due;
- 7 days after due date; and
- 28 days after due date.

This is done by automated text message, email, or voice call depending on the patron's preference.

SAILS also offers an auto-renewal procedure, which will automatically renew eligible items. This gives each person as much time as possible with each item.

All items are subject to a \$.10 per day, per item, late fee.

There is an outside book drop for returning (non-media items) after hours.

The decision to partner with UMS was made by the Attleboro Library Board of Trustees, and done with fairness to all library patrons in mind.

Attleboro Public Library
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Attleboro, MA 02703
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**Unique
Management
Services:
Collection Agency**





Overdue and Lost Materials Recovery Assistance

Unique Management Services (UMS), a specialized collection agency for libraries across the country, will be providing the Attleboro Public Library with help in recovering long overdue items and fines. **Patrons with fines over \$50** will be referred to UMS and charged a \$10 service fee.

APL is committed to providing materials that the community needs, and wants.

When library materials (books, DVDs, CDs, and other items) are not returned, they are unavailable for other patrons to use or check out. Replacing these items is costly to the Library and the City.

To protect taxpayer dollars, the library is making every effort to recover lost materials.

Accounts with at least \$50 in lost and/or damaged fees and fines, will be turned over to UMS beginning January 1, 2019.

In addition to library fines/fees, a \$10 service charge will be added to your balance.

At 28 days overdue:

- **If your account balance is equal to \$50 or more, the library forwards your account to UMS.**
- **UMS will contact you with a series of notices and phone calls until the account is resolved to the satisfaction of the library.**

Collection agencies effectively encourage all library borrowers to return items by the due date. **We will continue to keep patrons informed about due dates, overdue fees, and renewals.** This allows for ample time for a patron to contact the library, return items, or discuss payment options before the account is turned over for collection. This new policy will not affect the vast majority of patrons, who return their materials on time.