



DOWNTOWN LIBRARY
610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.4171

NORTH PARTNER LIBRARY
10 VAN BUREN ST. | RAPID CITY, SD 57701 | 605.716.4098

RAPIDCITYLIBRARY.ORG



Date: July 9, 2018
To: RCPL Board of Trustees
From: Pat Jones, Policy Committee Chair
Re: Notices Policy

Date: July 9, 2018
To: Pat Jones, Policy Committee Chair
From: Sean Minkel, Assistant Director
Re: Notices Policy

Motion: Approve revisions to the Notices Policy as presented.

Background: At the June Board meeting, the Board authorized a write-off of over \$70,000 for library materials that had not been returned for several years. In 2017, just over \$64,000 was written off. These amounts are consistent for the unrecoverable materials in past years. At the present time, the total cost of outstanding materials is over \$400,000.

Currently, outstanding accounts of over \$150 are submitted to the City Attorney's office, which sends a letter to the patron. The success rate of this strategy is approximately seven percent, as many of the accounts do not have current addresses.

In an effort to minimize the city's losses and also to restore library users to an active status, use of a collection agency for outstanding accounts over \$50 is recommended. A precedent for using a collection agency has been set by the Finance Office, which uses a local agency to recover unpaid fees. While a collection agency does charge a significant fee and may take months to recover the materials or costs, it would be a better return on investment and allow the library to make better use of its materials budget.

The proposed revisions to the notices policy outlines a change to a collection agency; the invoice will identify that a collection agency may be used if items are not returned. In addition, options for telephone notifications have been removed, as notices are now made through SMS, email, or letter.