



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: October 8, 2018
To: RCPL Board of Trustees
From: Pat Jones, Policy Committee Chair
Re: Notices Policy

Date: October 2, 2018
To: Pat Jones, Policy Committee Chair
From: Sean Minkel, Assistant Director
Re: Notices Policy

Motion: Approve an update to the Notices Policy changing the submission of delinquent accounts to a collection agency from 90 to 60 days.

Background: During discussion with Unique Management Services (UMS), it was recommended that we reduce the time frame for submitting delinquent accounts. Per UMS, the likelihood of successfully retrieving lost materials increases when patrons are contacted within 30 days of receiving the last library notice. Additionally, once the library submits an account, the first notice from UMS provides for a 30 day grace period. This effectively amounts to the same time frame as what is currently in place, while at the same time maximizes the opportunity for success.