LIBRARY TO USE COLLECTION AGENCY

The Mamie Doud Eisenhower Public Library will begin using a collection agency to help encourage patrons to return significantly overdue materials to the library. This new policy will go into effect January 2014.

This new policy was developed with fairness to all library patrons in mind. Materials not returned are not available for others to use or borrow. Also, if materials are not returned, in most cases, money from the library budget is used to replace them. This same money could much better be used to purchase new items for patron use instead of replacing non-returned items.

The Library hopes this practice will encourage all library borrowers to return items by the date due. Email reminders will still be sent out three days before items are due and most library items may be renewed for up to two additional loan periods. Renewals can be made several ways: in person, calling the renewal line at 303-938-1684, or on-line at www.broomfieldlibrary.org. Also, book depositories for returning library materials are conveniently located for patron use at the front entrance and drive-up circle.

The library will still notify patrons that their materials are overdue and patrons will have ample time to respond prior to being turned over for collection. Unique Management Services has been selected as the collection agency for the Flatirons Library Consortium (includes Broomfield, Louisville and Boulder libraries). Unique Management works with libraries throughout the United States, Canada, and United Kingdom. They specialize in the recovery of overdue materials and have an excellent record of treating patrons professionally.

Once library items checked out to an account become sixty days overdue, the account is sent to the collection agency and a non-negotiable fee of $10.00 is charged to the account in addition to replacement costs and any other fees due. This new policy will not affect the vast majority of patrons who return materials on time.

The Library is committed to provide excellent service and have materials available that patron's desire. The library is open Monday – Thursday from 9 a. m. to 9:00 p.m., Friday & Saturday from 9 a. m. to 5:00 p. m. and Sunday from 1:00 p. m. to 5:00 p. m. General information about the library may be found at www.broomfieldlibrary.org.