



## **SECTION 2: LIBRARY MEMBERSHIP AND USE OF LIBRARY FACILITIES**

### **POLICY 2.8: COLLECTION AGENCY**

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**Passed:**

**Amended:** April 25, 2018

- 2.8.1 The Library reserves the right to forward any unpaid accounts to an outside collection agency for recovery of amounts owing.
- 2.8.2 Unpaid accounts not resolved within the time period specified may be sent to a collection agency. An additional service charge applied by the collection agency may be added to the outstanding balance at this time.
- 2.8.3 Payment on accounts sent to the collection agency is accepted at either branch. Materials that are returned within a specified time period may reduce the total amount of the outstanding balance.
- 2.8.4 If lost materials are paid for prior to the account going to the collection agency, and subsequently returned, a refund less applicable late fees may be available if the material is returned within a specified time period of the original lending date.
- 2.8.5 Unpaid accounts for minors under the age of 12 years are sent to the collection agency in care of the parent/legal guardian.