



Library and Media Services Operational Policies and Procedures

Referrals of Billed Items to Collections

Policy:

All billed items over \$50.00 which remain unpaid at the beginning of the second quarter following the overdue will be sent to a collections agency (e.g. spring quarter for fall items.) This policy applies to all students, part-time faculty, part-time staff, and all community borrowers. Once an item is sent to collections, it cannot be returned to the library. Payment must be made through the collection agency.

Example: Overdue Occurring November 15
November 18: Overdue Notice
December 5: Replacement Bill
March 1: Collections Warning Letter
April 7: Account sent to Collections

Procedures:

Students, Part-time Faculty, Part-time Staff

1. Normal overdue procedures are followed:
 - Overdue notice is sent 3 days after the item becomes due.
 - Replacement bill is sent 21 days following the overdue notice and the item is designated as lost in Voyager. The replacement bill notice contains a clear statement that if the item is not paid, it will be referred to a collections agency. A block is placed on the student's grades and transcripts. (See attached example of a replacement bill.)
2. One month before the end of each quarter, a letter is sent to each patron in billed status from the previous quarter. The letter reminds the patron if the account is not cleared by the second week of the following quarter it will be sent to a collections agency, and that after that date the item itself will not be accepted for return. For example, reminder letters for bills generated during fall quarter are sent winter quarter, and payment is required by the second week of spring quarter. (See attached example of a collections warning letter.) Every reasonable effort will be made to work out a reasonable payment plan with the patron to avoid the account going to a collections agency.
3. The third week of each quarter, all accounts in billed status for more than 1 full quarter are sent to accounts receivable. Accounts Receivable forwards them to a letters and collection agency according to their policies and procedures. The letter includes patron name, id number and total amount due. The delinquency remains on Voyager until it is resolved with the collection agency.
4. When advised by Accounts Receivable that a delinquency has been resolved, it is removed from Voyager. The block on patron records is also removed.
5. No payments will be accepted for bills that have already been forwarded to collections. Patrons must pay the collection agency.

Full time Faculty and Staff

1. Normal overdue procedures are followed.
2. Fine and Fee Notices have a sticker attached stating this is not a bill. It is a reminder that they have overdue material and they may call to extend the loan period. Fine and Fee Notices older than 3 quarters are referred to the Dean of Libraries and Media Services who will contact the faculty or staff member and encourage return of the materials. At the Dean's discretion, the faculty/staff member's supervisor will be contacted and the delinquency dealt with through the college's progressive disciplinary process. Faculty/Staff delinquencies are referred to collections only in extreme situations, and then only with the approval of the Vice President for Human Resources.
3. Faculty and staff are not charged processing fees.
4. Staff and faculty terminating employment with the college must clear all fines and fees before a library clearance is signed.

Adopted: August 28, 2003

Revised: Summer 2007