



# Notice – Overdue Accounts

It is the policy of the Library Board that overdue accounts may be turned over to a collection agency. It is our hope that this policy will encourage patrons with overdue materials to return them to the library.

This initiative was developed with the intent to be fair to all library patrons. 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 Board hopes this practice will encourage all library borrowers to return items by the date due. For your convenience, most library items may be renewed either in person, over the phone or online. Also, book drops for returning materials when the library is closed are conveniently located for patron use at all library locations.

The library will continue to notify patrons that their materials are overdue and patrons will have ample time to respond. Unique International Recoveries is now the collection agency for the library. Unique International Recoveries works with libraries throughout the United States, Canada, and United Kingdom. They have an excellent record of treating patrons professionally.

Our goal is to maintain the high standard of excellence that patrons expect and deserve from Oakville Public Library. We thank you for your cooperation and hope that you will help us in our efforts to achieve our mission:

## **To help build a strong community by**

- **Providing access to resources for information and recreation**
- **Fostering the joy of reading and learning for all ages**
- **Providing a welcoming and supportive environment**