



Butte County Library

## **KEEP YOUR ACCOUNT CURRENT!**

**\*\*PLEASE READ\*\***

As of March 1, 2010, Butte County Library began contracting with Unique Management Services, Inc., an agency that specializes in library material recovery and collection on past due accounts.

Library customers **who owe more than \$25 in fines or who have items more than 45 days past due** will automatically have their accounts referred to Unique Management for processing. Customers who do not respond to collection attempts within 120 days will have their accounts referred to a credit reporting agency.

Under this new material recovery system, customers will be given opportunities to return overdue materials and/or pay past due fees as follows:

- 1) **3 days** prior to item being due – courtesy notice is sent via email.
- 2) **1 day** overdue – second notice is sent via email.
- 3) **7 days** overdue – third notice is sent via email or phone.
- 4) **45 days** overdue - the account is turned over to Unique Management who sends the customer a written notice requesting payment. At this time, an additional **\$19 nonrefundable** collection referral fee is added to the customer's library account.
- 5) at **21 days**, Unique sends a second letter.
- 6) at **35 days**, Unique telephones the customer to encourage payment.
- 7) at **65 days**, Unique telephones the customer to warn that they may be credit reported.
- 8) **120 days** from the initial referral, unresolved accounts are credit reported.

**\*\*Keep your account current!\*\*  
It's easy**

## **Keeping your library account current is simple:**

- 1) **Verify that the library has your current phone number and/or email address** – (we no longer send paper notices)
- 2) **Return items BEFORE they are overdue, or**
- 3) **Renew items BEFORE they are overdue:**
  - a) by logging into your account at our website - [www.buttecounty.net/bclibrary](http://www.buttecounty.net/bclibrary) or,
  - b) by **calling** or **visiting** any of the six library branches **during open hours**
    - Biggs – 868-5724
    - Chico – 891-2726
    - Durham – 879-3835
    - Gridley – 846-3323
    - Oroville – 538-7355
    - Paradise – 872-6320