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## **community news** *news in brief*

### **Library Changing Fees, Hiring Collection Agency**

#### *Customers Will Now Be Charged for Items Placed on Hold That Aren't Picked Up*

LOUISVILLE, CO — **June 14, 2010** — Beginning this July, the Louisville Public Library will send seriously delinquent accounts to a collection agency, Unique Management Services (UMS), which specializes in recovering library materials. This new policy was developed with fairness to all library customers in mind, since materials not returned are not available for others to use or borrow.

According to Beth Barrett, Louisville Library Director, "the Library will still notify users that their materials are overdue, and they will have ample time to respond prior to an account being turned over for collection. Unique Management works with libraries all over the United States and Canada. They specialize in the recovery of overdue materials and have an excellent record of treating library customers professionally. The goal is to get library materials back so that they can be checked out by others."

Another new policy is to charge a \$1.00 fee for each item a Library customer places on hold but does not pick up during the hold period. "Courier fees and staff time to process and re-process these items are very costly to the Library; and a book that sits on the hold shelf is not available to anyone else to check out," said Lisa Merly, the Library Circulation Services Supervisor. "This is an important service for our customers, and we are hoping to encourage people to pick up their items rather than keep them out of circulation. Most of the titles placed on hold are popular items in demand by many others."

Additionally, the Library will increase the fee for a color copy or print from 25¢ to 50¢. Black and white copies and prints will remain at 10¢ each. "We haven't changed our fee for copies in at least 10 years," said Beth Barrett. "The change reflects increased costs for providing the service and also keeps us in line with what our local businesses charge for this service."