Saint Paul Public Library

Administrative Policy

~~**Effective November 25, 2015**~~
~~**Revised 05/2019**~~
Revised November 25, 2019
Effective January 1, 2020
Reviewed November 8, 2023

POLICY TITLE: Patron Debt Forgiveness

Objective:

Saint Paul Public Library uses a variety of methods to promote the return of library material including email, phone, and mailed communication. This policy outlines the library process of pursuing and removing debt from our systems.

POLICY:

Saint Paul Public Library actively communicates with patrons with overdue library material via email, telephone, and mailed communications in order to encourage the return of material. When accounts accumulate $10.00 in charges, they are suspended from borrowing additional material. When accounts accumulate over $30.00 in charges, they are referred to the Library's collection agency to be pursued for asset recovery or collections. Patron accounts are billed for the replacement cost per item when overdue material is at most 35 days overdue.

If the collection agency returns the accounts to the library, they are considered uncollectable because further efforts at recovery would require more staff time and resources than the debts themselves. Accounts returned with balances greater than $300 are submitted into the City's Accounts Receivable system and pursued via the Office of Financial Services' collection efforts. Since the Library is using the most effective methods of attempting to recover material or replacement costs of lost/damaged materials, all patron debts over two years old will be annually reviewed and proposed to the Library Board for write-off.